THE FINANCIAL SERVICES COMMISSION OF ONTARIO

ANNUAL REPORT 2000-2001

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SUPERINTENDENT'S REPORT ON INSURANCE 2000

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Message from the Chair and the Chief Executive Officer

This is the third annual report of the Financial Services Commission of Ontario (FSCO). It outlines the positive steps taken by FSCO in the year ending March 31, 2001 to achieve its vision of being a vigilant, fair-minded and forward-looking regulator with a constructive and responsive presence in Ontario's financial services marketplace.

The challenge facing all Canadian financial services regulators is the continuing effort to keep regulation in step with market realities. This is a formidable task, given the rapid pace of change throughout the financial services industry. We believe that FSCO has moved to meet these challenges. For example, in 2000-2001, FSCO achieved solid results measured against the objectives set in its third Statement of Priorities published in early summer 2000.

An Evolving Marketplace

Not long ago, insurers, deposit-taking institutions and securities firms operated entirely different businesses. Now, business lines are blurring as these sectors converge and financial services providers compete for an overlapping customer base. New distribution channels have intensified competitive pressures, with financial products marketed not only face-to-face but also through direct mail, telephone and the Internet. As e-business advances, providers are not only selling products like insurance and mortgages online, but are also dealing with suppliers and partners electronically.

At the same time, given demographic trends such as the aging of the baby boom generation, consumers increasingly seek wealth management services in addition to traditional financial protection. Demand for integrated financial services planning is rising and sales representatives often hold multiple licences, offering access to a variety of products. Participation is growing in defined contribution pension plans and other capital accumulation plans providing retirement benefits to employees.

Combined, these trends point to the emergence of a single financial services marketplace in Canada, linked by e-business and cutting across both sectoral and geographical boundaries. A consensus is developing that if the regulatory system is to protect consumers effectively and adapt quickly to new developments and issues, financial services regulation should be based on functions or activities, not on institutions or distribution channels.

Proposed Merger of FSCO and OSC

Recognizing this imperative, the Minister of Finance in May 2000 announced the next stage in the integration of financial services regulation in Ontario: a proposal to merge FSCO and the Ontario Securities Commission (OSC) into a single agency to regulate capital markets and financial services sectors. The consolidated agency is intended to provide strong protection for consumers, investors and pension plan beneficiaries, deliver timely regulatory responses to changing market structures and foster a fair, efficient and effective financial services marketplace. A Pension Tribunal to hear pension matters is also proposed. In September 2000, the Ministry of Finance issued a discussion paper on the merger, and in April 2001, the ministry released a consultation draft to solicit comments and suggestions on legislative proposals.

FSCO is committed to keeping all stakeholders informed of the progress of the merger proposal, and to ensuring that the new organization responds to the needs of the sectors FSCO regulates. In the interim, FSCO continues to pursue its strategic directions adopted to respond to a complex and rapidly changing environment.

National Regulatory Leadership

At the national level, FSCO is proud to play a leadership role in the unprecedented co-operation now under way through the Canadian Association of Pension Supervisory Authorities (CAPSA), the Canadian Council of Insurance Regulators (CCIR) and the Joint Forum of Financial Market Regulators, which includes CAPSA, CCIR and the Canadian Securities Administrators.

Here are a few examples of the many collaborative initiatives moving ahead to strengthen consumer protection and improve national regulatory co-ordination:

- The Joint Forum Task Force on Consumer Dispute Resolution, including senior representatives from the private and public sectors, started up in February 2001. It has an ambitious mandate to design an integrated approach to the management of complaints and the resolution of disputes for all financial services consumers across Canada.

- Responding to the growing demand for qualified professionals in the field of personal money management, the Joint Forum has endorsed uniform proficiency requirements for financial services intermediaries holding themselves out as financial planners. In Ontario, a securities rule and an insurance regulation containing similar provisions were developed in consultation with stakeholders. Amendments to improve the clarity of the requirements were discussed with industry representatives in spring 2001.

- To enhance the security of the pension plan promise, CAPSA is supporting intensive work on common guidelines for pension plan governance, as well as a self-assessment tool to implement them.

- CCIR has endorsed a national consumer protection strategy on point-of-sale disclosure and policy contract wording in the life insurance industry, and a working group chaired by FSCO is further developing these proposals.

Fair and Balanced Regulatory Approach

FSCO continually strives to improve the effectiveness and efficiency of regulatory processes, reflecting its commitment to fair and balanced regulation. In February 2001, FSCO introduced a new streamlined Respond to Market (R2M) rate filing process for auto insurers. The new option enables insurers to adapt to market conditions more rapidly, as less detailed information is required and regulatory review is quicker.

Promote and Vigorously Enforce Compliance

Consistent and vigilant compliance with legislative requirements protects financial services consumers and pension plan beneficiaries.

In close co-operation with the industry, FSCO in 2000-2001 introduced a market conduct review program for life and health insurers calling for completion of a self-assessment questionnaire

followed by on-site audits by examiners. CCIR endorsed the program, making it a national initiative to foster public confidence in insurers' business practices.

In the pension sector, FSCO continues to shift toward a risk-based approach that gives early warning of possible problems. As of July 1, 2000, all valuation reports filed must be accompanied by an actuarial information summary (AIS). Computerized screening has been put in place to identify high-risk plans for closer supervision, based on information in the AIS, further safeguarding the pension entitlements of Ontario workers.

A High Standard of Customer Service

To enhance customer service in the digital age, FSCO is expanding e-business and electronic service delivery. FSCO developed the initial phase of an Internet system for insurance agent registration – a first in Canada – for introduction in spring 2001. Agents will be able to renew licences, update personal information, change licence status and pay applicable fees online, 24 hours a day, seven days a week.

Excellence in customer service was the goal as FSCO successfully implemented the provisions of the *Pension Benefits Statute Law Amendment Act, 1999* for access to locked-in retirement accounts in cases of serious financial hardship. A newly created unit in FSCO approved 3,365 applications for a total value of $38,109,979 in unlocked funds. At the same time, the Financial Services Tribunal introduced streamlined procedures for responding to requests for hearings on decisions by the Superintendent in such cases.

FSCO's Dispute Resolution Group (DRG) more than kept pace with a sharp increase in demand for mediation in auto accident benefits disputes. Mediators closed 38 per cent more files than a year before, while maintaining a high settlement rate of more than 70 per cent.

The DRG also launched its web-based Dispute Resolution Case Directory. This secure, password-protected directory provides insurers with earlier notification of an application for a Mediation, an Arbitration or an Appeal before the DRG; easier access to basic information on the insured's file; easier tracking of a file's progress through the dispute resolution system; and a tool to enhance case management.

Consumer Protection Through Education

In today's complex financial services marketplace, it is vital for consumers to understand the benefits and risks of the products they buy and the services they use. To help consumers make informed choices, FSCO provides a variety of educational materials both in print and through a user-friendly website, **www.fsco.gov.on.ca**. Results of the third annual Claims Satisfaction Survey of auto insurers were released, giving consumers valuable information for comparison shopping.

In Conclusion

FSCO's exciting accomplishments in the past year have been possible only with the advice and support of the industry, consumers, other stakeholders and FSCO staff. FSCO is grateful for the time and effort stakeholders have invested in committees, working groups and other forums to assist FSCO in steadily improving the regulatory system.

At FSCO we are counting on the continuing input and support of stakeholders to achieve our goal of building more effective and comprehensive consumer protection while sustaining a positive business climate for Ontario's dynamic financial services industry.

Martha Milczynski
Chair
Financial Services Commission of Ontario

Chair
Financial Services Tribunal

Dina Palozzi
Chief Executive Officer
Financial Services Commission of Ontario
Superintendent of Financial Services

FSCO's Mandate and Structure

The Financial Services Commission of Ontario (FSCO) is a regulatory and adjudicative agency established under the *Financial Services Commission of Ontario Act, 1997* (the *FSCO Act*). It reports to the Minister of Finance.

FSCO regulates insurance, pension plans, loan and trust companies, credit unions, caisses populaires, mortgage brokers and co-operative corporations in Ontario. Its mandate is to protect the public interest and enhance public confidence in the regulated sectors. To do this, FSCO provides regulatory services that protect consumers and pension plan beneficiaries and support a healthy and competitive financial services industry.

FSCO comprises:

- a five-member Board with specific responsibilities under the *FSCO Act*, such as making recommendations to the Minister of Finance on matters affecting the regulated sectors;

- the Chief Executive Officer and Superintendent of Financial Services is responsible for the general supervision of the regulated sectors, the administration and enforcement of the *FSCO Act* and other statutes governing the regulated sectors, and FSCO's financial and administrative affairs as well as FSCO staff, who support the Chief Executive Officer and Superintendent of Financial Services in carrying out these roles; and

- the Financial Services Tribunal (FST), an adjudicative body that conducts hearings arising from regulatory and proposed regulatory decisions of the Superintendent.

The FSCO Board includes the Chair and two Vice-Chairs appointed by the Lieutenant Governor in Council; the Superintendent of Financial Services, who is also FSCO's Chief Executive Officer; and the Director of Arbitrations, responsible for the automobile insurance dispute resolution system. The Chair and Vice-Chairs of FSCO are also the Chair and Vice-Chairs of the FST.

FSCO's offices are located in north Toronto. The agency had approximately 385 full-time employees and a budget of $36 million in the 2000-2001 fiscal year, ending March 31, 2001.

The Regulated Sectors in Profile

Together, the sectors regulated by FSCO represent a healthy and dynamic industry that plays a key role in the strength of Ontario's economy and the financial security of individuals and families.

Pension Plans

Registered pension plans overseen by FSCO form an essential part of the retirement savings structure in Ontario, holding assets of more than $200 billion. In 2000-2001, the total number of plans decreased three per cent to about 6,300 while total plan membership increased two per cent to 1.84 million.

Most pension plan members belong to one of three types of plans: defined benefit plans, which provide a predetermined benefit level during retirement; defined contribution plans, which specify contribution amounts and pay benefits based on accumulated contributions plus investment yield; and multi-employer (defined benefit or defined contribution) plans, designed for industries or trades where workers tend to change employers frequently. Although multi-employer plans account for only two per cent of the total number of plans registered in Ontario, members of such plans represent 37 per cent of the total number of pension plan members.

Ontario Registered Pension Plans and Membership

Total pension plan membership increased slightly in 2000-2001 (1,838,566 from 1,796,885), while the number of plans decreased to 6,312 from 6,478. The distribution of plan membership between the different plan types was consistent with last year's percentages.

Type	*As of March 31, 2001*		*As of March 31, 2000*	
	#	*% of Total*	*#*	*% of Total*
- Defined Benefit Plans	2,742	43%	2,867	44%
- Members	902,995	49%	895,483	50%
- Defined Contribution Plans	3,447	55%	3,487	54%
- Members	255,597	14%	242,012	13%
- Multi-Employer Defined Benefit Plans	87	1%	85	1%
- Members	666,935	36%	646,452	36%
- Multi-Employer Defined Contribution Plans	36	1%	39	1%
- Members	13,039	1%	12,938	1%
- Total Pension Plans	6,312	100%	6,478	100%
- Total Plan Members	1,838,566	100%	1,796,885	100%

Insurance

Insurance is a $21 billion industry in Ontario. Total premium volume has held steady at approximately this level since the early 1990s, and the value of premiums has also remained evenly split between life insurance companies and property & casualty (including auto) insurers. These trends are signs of a mature market and strong competition in a diversity of product lines. In all, 430 insurance companies are licensed to do business in the province.

As of March 31, 2001, the average cost of auto insurance in Ontario was 4.63 per cent higher than a year earlier. This level still represented a 7.79 per cent decrease since the implementation of the *Automobile Insurance Rate Stability Act* in late 1996, which led to major changes in the auto insurance product.

Insurance Companies Licensed in Ontario

Business Type	*As of December 31, 2000*	*As of December 31, 1999*
Life	114	113
Property & casualty	232	233
Other	84	87
Total	430	433

Direct Insurance Premium Volume in Ontario

Business Type	*2000 $ Billion*	*1999 $ Billion*
Life	11.247	10.828
Property & casualty	10.350	9.820
Other	202	184
Total	21.799	20.832

Deposit Institutions

Reflecting a continuing trend toward amalgamation, Ontario credit unions and caisses populaires increased their total assets during 2000-2001 despite a decrease in their number. In all, as a result of their amalgamation and growth, 318 credit unions and caisses populaires held total assets of $15.7 billion as of March 31, 2001. Regulatory capital* in support of deposits represented 6.70 per cent of system assets, up from 6.65 per cent in 2000 and 6.56 per cent in 1999, indicating a sound industry. Membership in credit unions and caisses populaires remained steady at about 1.6 million.

The three Ontario-incorporated loan and trust companies had assets totaling $943 million as of the end of the fiscal year. Of this sum, 73 per cent was in mortgage loans and 20 per cent in other loans and investments. The 2001 Ontario Budget announced the government's intention to bring forward legislation for Ontario to exit from regulation of the loan and trust industry. After a period to be determined, only federally incorporated companies would be permitted to operate in Ontario.

Ontario had 1,821 co-operatives as of March 31, 2001 – of which 1,485 were active. Twenty new co-operatives were incorporated during the fiscal year – one in farming, three in housing, nine in services, as well as six worker and one daycare co-operative.

There were 390 mortgage brokers registered in the province at the end of the fiscal year, compared with 403 the year before. The value of mortgages administered totaled $17 billion, up from $6.1 billion a year earlier.

*Under Ontario Regulation 76/95 to the *Credit Unions and Caisses Populaires Act, 1994*, credit unions are required to maintain adequate regulatory capital, that is, capital equal to at least five per cent of total assets. Under FSCO policy, this is determined using a set of rules based upon standards developed by the Bank for International Settlements (BIS).

Ontario Credit Unions and Caisses Populaires

Measure	*As of March 31, 2001*	*As of December 31, 1999*
All institutions		
Total number	318	343
Total assets	$15.7 billion	$14.5 billion
Institutions with assets over $10 million		
Number	179	182
Assets	$15.3 billion	$14.1 billion

An Overview of FSCO at Work

FSCO's day-to-day activities fall into six areas:

- licensing and enforcement;
- pension plan oversight;
- support for the automobile insurance system;
- consumer information and complaint services;
- policy development;
- maximizing organizational resources.

The following is a sketch of FSCO's ongoing activities in these areas during 2000-2001.

Licensing and Enforcement

FSCO licenses and registers people and enterprises offering financial services, to ensure public protection standards are met. Through field examinations of insurance companies, pension plans, mortgage brokers, credit unions and caisses populaires, FSCO monitors compliance with legislation and regulations. FSCO investigates alleged violations and takes legal action where warranted.

In 2000-2001, FSCO received for processing in excess of 25,000 licensing and registration transactions. Applicants must meet licensing requirements under various statutes, which may include a qualifying examination and continuing education.

During the year, FSCO secured a total of 32 convictions or guilty pleas for offences that included acting as a life agent without a licence, furnishing false information on a licence application under the *Insurance Act*, acting as a mortgage broker while unregistered under the *Mortgage Brokers Act*, and failing to file a return under the *Pension Benefits Act*.

Advisory Boards hold hearings on the licensing of insurance agents and make recommendations to the Superintendent of Financial Services. The majority of cases are now addressed by minutes of settlement, without the need for a formal hearing. During the year, the Superintendent issued 10 licensing decisions for hearings before the Advisory Board.

FSCO's goal of a versatile, integrated licensing and examination function was achieved with the completion of a staff reorganization. FSCO examiners are now cross-trained to operate in the insurance, pension and deposit institutions sectors, and licensing staff are equipped to deal with different types of intermediaries and organizations.

FSCO: Licensing and Registration

Activity	2000-2001	1999-2000
Individuals		
New Licences Issued		
Life agents	3,404	3,678
General agents	696	539
Accident and sickness agents	270	305
Adjusters	162	400
Licences Renewed		
Life agents*	15,968	4,943
General agents*	1,735	1,896
Accident and sickness agents	136	157
Adjusters	912	946
Corporations		
New Licences Issued		
Life and general agencies	413	224
Corporate adjusters	10	22
Mortgage brokers	55	34
Loan and trust companies	4	4
New insurance companies	10	8
Licences Renewed		
Life and general agencies*	1,822	351
Corporate adjusters	138	154
Mortgage brokers	390	403
Co-operatives		
Offering statements	19	19
New incorporations	20	28
Credit unions/caisses populaires		
New incorporations	0	2
Applications to change line of business	168	239
Mergers	18	32

*Licences are issued for a two-year term. As a result of changes implemented in 1995, there are high-year and low-year cycles. 2000-2001 was a high year.

*Figures shown for licensing transactions will have to be adjusted for: applications received during the fiscal year but not fully processed, being held in a pending file, refunds processed and Level I Agent moves to Level II at other than the licence expiry date, for which no fee is paid.

FSCO: Monitoring Activities

Type	2000-2001	1999-2000
Examinations conducted		
Insurance companies – solvency	36	82
Statutory accident benefits claims practices	7	19
Group auto insurers	24	-
Life insurer market conduct	38	-
Mortgage brokers	35	31
Credit unions/caisses populaires	15	10
Loan and trust companies	3	4
Police checks of agent licence applicants	**4,940**	**4,753**
Audits re life agent continuing education	**1,105**	**494**
Complaint reviews*	**163**	**186**

*Represents complaints received by the Ombudsman's Office that are directed to Licensing & Enforcement for further review.

FSCO: Enforcement Actions

Type	*2000-2001*	*1999-2000*
Licences revoked	33	22
Licences suspended	16	25
Licences surrendered	6	7
Licences denied	0	1
Prosecutions completed	32	36
Cease and desist orders	4	1
Licence conditions via minutes of settlement	11	30
Letters of censure	73	42
Revocation of agent sponsorship	13	23
TOTAL	188	187

Pension Plans Branch

FSCO monitors compliance with the *Pension Benefits Act*, which governs private pension plans. Under the *Act*, the Superintendent of Financial Services makes regulatory decisions on a wide range of plan transactions, in some cases delegating this authority to staff. In addition to this decision-making role, FSCO processes routine pension plan filings, which totaled 17,297 in 2000-2001.

When companies become insolvent, the Superintendent normally appoints a third-party administrator to conclude the business of the pension plan. The Superintendent can also do the same if a pension plan is being mismanaged.

As of March 31, 2001, FSCO was co-ordinating the administration of 176 pension plans, in each case for companies that became insolvent, to ensure that they are properly wound up.

The Pension Benefits Guarantee Fund (PBGF) operated by FSCO provides a minimum level of protection to members of defined benefit plans where an employer becomes insolvent and cannot pay the pension promised. Financial statements for the PBGF may be found on pages 57-61 of this annual report.

FSCO: Pension Plan Transactions Processed

Type	*2000-2001*	*1999-2000*
New plans registered		
Defined benefit	107	42
Defined contribution	175	101
Other	0	0
Total	282	143
Plan amendments registered	2,926	3,267
Full wind ups processed		
Defined benefit	144	119
Defined contribution	162	165
Other	0	3
Total	306	287
Partial wind ups processed		
Defined benefit	66	63
Defined contribution	39	38
Other	1	2
Total	106	103
Plan mergers/asset transfers approved		
Defined benefit	127	119
Defined contribution	44	27
Multi-employer	3	2
Total	174	148
Surplus refunds to employers on full windup approved		
Defined benefit	26	35
Defined contribution	4	2
Other	0	3
Total	30	40

Pension Benefits Guarantee Fund

Claims Paid	*2000-2001*	*1999-2000*
Number	7	14
Total value	$1,134,179.50	$5,237,000

Support for the Automobile Insurance System

Since automobile insurance is compulsory for Ontario drivers, FSCO has significant responsibilities in this segment of the insurance industry.

Auto Insurance Rate Review

To protect consumers, automobile insurers in Ontario are required to obtain FSCO's approval to change their rates or systems for classifying risks. In 2000-2001, the rate review process saved consumers an estimated $16.6 million, based on the difference between rates as originally submitted and finally approved.

FSCO: Automobile Insurance Rate Filings Processed

Measure	*2000-2001*	*1999-2000*
Private passenger		
Rate filings received	115	88
Average number of days between receipt of filing and filing considered complete	8	7
Average number of days to review and approve filings	37	41
Filings with rate increases	82	34
Filings with rate decreases	14	29
Filings with no change to rate levels	19	25
Non-private passenger		
Rate filings received	218	189
Average number of days between receipt of filing and filing considered complete	12	13
Average number of days to review and authorize filings	13	21
Filings with rate increases	136	60
Filings with rate decreases	36	65
Filings with no change to rate levels	46	64

Dispute Resolution Services

Established in tandem with the no-fault auto insurance system in 1990, FSCO's Dispute Resolution Group provides a full range of options for resolving disagreements about statutory accident benefit claims. Services include mediation, arbitration and neutral evaluation, as well as variations, revocations and appeals to the Director of Arbitrations.

Mediation is the first stage in the dispute resolution (DR) process. Cases not resolved at mediation may proceed to arbitration at FSCO, private arbitration or court. Neutral evaluation, which gives the parties an impartial opinion about the likely outcome if the case went to arbitration or court, is also available after mediation.

In 2000-2001, the volume of both mediation and arbitration applications rose more than 20 per cent. The upswing reflected industry trends such as growth in the number of insured drivers, more frequent claims and a higher proportion of claims entering the DR system.

The Dispute Resolution Practice Code is a practical, plain-language guide that explains what is required of all parties as they proceed through the DR process. During the year work was completed on the fourth edition, reflecting recommendations from the 1998 review of the DR system by the Honourable George Adams, amendments to the *Statutory Powers Procedure Act* and extensive consultation with stakeholders. The new version, posted on the FSCO website and available for purchase through Publications Ontario, includes standard timelines for various steps in the DR process as well as all DR forms in downloadable format.

Lawyers and industry representatives provided input on the new edition through outreach sessions held in conjunction with the Law Society of Upper Canada in Ottawa, London, Thunder Bay and Toronto. The Counsel Forum and the Companies Forum continued to provide FSCO with valuable, ongoing feedback on the operation of the DR system.

Dispute Resolution Group Activities

Measure	*2000-2001*	*1999-2000*
Mediation		
New applications received	11,325	9,278
Cases closed	11,267	8,153
Settlement rate – full	51%	49%
Settlement rate – partial	20%	25%
Arbitration		
New applications received	1,474	1,215
Cases closed	1,307	1,710
Settled	1,088	1,460
Decisions issued	91	129
Appeals		
New applications received	60	74
Cases closed	65	73
Settled	12	11
Decisions issued	34	49

Over the past decade, the DRG has produced a respected body of arbitration and appeal decisions. By and large, the Superior Court of Justice (Divisional Court) has upheld these decisions in applications for judicial review.

In 2000-2001, the court heard 10 applications for judicial review of appeal decisions made by the Director of Arbitrations or a delegate. All the cases concerned entitlement to statutory accident benefits under the automobile insurance policy. Since 1996, appeals have been limited to questions of law.

In nine of the 10 cases, the Divisional Court generally held that it would not interfere with a FSCO decision unless it was patently unreasonable. In one case dealing with a limitation period, the Court held that the decision had to be correct – but found that it was. The Court only overturned one decision. In that case, the Court ruled that the Director's Delegate had exceeded her jurisdiction by determining issues that were not exclusively errors of law.

Designated Assessment Centres Monitored

Designated Assessment Centres (DACs) provide impartial assessments of automobile accident injuries to help claimants and insurers reach agreement about statutory accident benefits. These assessments assist the parties to avoid disputes that would go to the formal DR process or the courts. FSCO oversees and monitors DACs. FSCO also provides support for the Minister's Committee on the DAC System which was created by the Minister of Finance. This Committee appoints DACs to the roster, specifies the types of assessment each can conduct and develops guidelines to promote neutrality.

During 2000-2001, FSCO implemented new DAC assessment guides developed by the DAC Committee the year before. The guides provide a common assessment approach, outline a structured report format, and require higher standards for both human and physical resources. FSCO completed the review of 119 submissions from existing disability, medical and rehabilitation and attendant care DACs to ensure that the facilities could meet the higher standards. This review resulted in a fewer number of centres. In many instances, single-operator DACs joined forces to meet the requirement to provide multi-disciplinary assessment teams.

Over the year the number of complaints about DACs declined approximately 10 per cent. This is likely due in part to the introduction of the new assessment guides.

*Designated Assessment Centres**

Measure	*2000*	*1999*
Total number of DACs	119	135
Referrals	11,394	10,940
Assessments completed	8,480	8,557
Number of complaints reviewed by FSCO	87	101

*DAC activity is recorded on a calendar year basis.

Last-Resort Protection for Persons Injured in Auto Accidents

The Motor Vehicle Accident Claims Fund (MVACF), administered by FSCO, provides compensation to persons injured in automobile accidents involving uninsured or unidentified vehicles, where the persons have no access to any insurance coverage. MVACF is financed primarily by a one-dollar levy on each driver's licence issued or renewed in Ontario. It also recovers third-party liability payments from uninsured motorists responsible for accidents, and arranges for the suspension of the driver's licence of motorists in default. MVACF's financial statements appear on pages 63-67 of this annual report.

Motor Vehicle Accident Claims Fund

Measure	*2000-2001*	*1999-2000*
Number of claims	522	503
Total cash payouts	$7.7 million	$10.7 million
Total statutory accident benefits claims	277	269
Total statutory accident benefits payments	$3.5 million	$5.3 million
Total third-party liability payments for bodily injury and property damage	$4.2 million	$5.4 million
Collection of repayments	$2.4 million	$2.6 million
Suspended driver's licences	751	761
Reinstated driver's licences	517	566
Repayments processed	12,855	14,022
Debtors making payments	1,669	1,840
Active accounts receivable	2,395	2,831

Consumer Information and Complaint Services

FSCO endeavours to provide consumers with the resources to make informed choices by making available practical consumer publications, and through public relations initiatives that position information of interest in the print and broadcast media. FSCO's comprehensive website at **www.fsco.gov.on.ca** is rich in consumer education materials, including a series of online brochures, bulletins, manuals, application forms, listings of licensed financial services practitioners, and reports on enforcement actions.

The Insurance Ombudsman inquires into unresolved complaints about the business practices of insurers or their agents, attempts to resolve these complaints, and refers any instances of illegal conduct to the Superintendent of Financial Services for regulatory action. Highlights of the work of the Office of the Ombudsman may be found on pages 33-34 of this annual report.

Policy Development

FSCO plays a two-fold policy development role. First, FSCO develops regulatory policy to guide the ongoing administration of the legislation in its mandate. Second, FSCO makes recommendations to the Minister of Finance for changes to legislation administered by FSCO.

Both these policy roles require FSCO to assess marketplace trends as well as its own response on an ongoing basis. The participation of FSCO's stakeholders, ranging from financial services providers and consumers to pension plan administrators and beneficiaries and professional advisors and consultants, is an essential part of this process. Stakeholder input enables FSCO to identify accurately and respond effectively to emerging issues, and to recommend appropriate policy solutions.

In 2000-2001 FSCO completed a review of its external consultation methods and established streamlined mechanisms for ongoing consultation. For example, in the auto insurance field, advisory committees on forms and endorsements, actuarial issues, and technical rating and underwriting issues were established to focus on consultation efforts.

Maximizing FSCO's Resources

FSCO is committed to delivering value for the dollars it has been allocated – value to consumers in terms of more comprehensive and effective protection, and value to the industry in terms of lower compliance costs and a more positive business climate. To do this, FSCO strives to make the most of its human, financial and technological resources.

Preparing Future Leaders

FSCO's management development program, FSCO FUTURES, completed its second year of nurturing future leaders for the organization. Seventeen employees whose next career step could be a management position participated in one of three teams to gain leadership experience through corporate projects. The team focussing on training and development arranged seminars on topics including people management and presentation skills; the corporate culture and identity team hosted a "lunch and learn" series with speakers including the Assistant Deputy Minister – Quality Service in the OPS Restructuring Secretariat, and also conducted a survey on management practices; and the Intranet team worked towards developing an internal electronic communications network that was recently launched at FSCO.

Business Process Review

FSCO has undertaken Business Process Reviews to analyze and re-engineer operations in partnership with program areas. The goal is to improve service delivery by introducing best practices, streamlining processes, implementing e-business solutions, measuring performance, eliminating unnecessary tasks, and reducing costs. Business process changes enable staff to focus on value-added analytical work with a higher payback to the organization. Projects in 2000-2001 included FSCO's Internet licensing application system, a Defined Contribution Wind Up Report for the pension industry, and work to develop a centralized call centre.

Quality Service

A Quality Service program has been created within FSCO, in line with a government-wide initiative, to reinforce FSCO's reputation as a customer-focused, results-driven organization. Three of the four areas targeted by the government's initiative applied to FSCO's Quality Service program. Telephone, correspondence, and feedback/complaint resolution standards are the three that applied, while the fourth item, walk-in standards, is not applicable to FSCO as the nature of its business does not allow for walk-in service.

During the fiscal year, the position of Senior Manager, Quality Service and Business Excellence was created and filled at FSCO.

FSCO also has in place a business process for customer feedback and complaint resolution. This process allows for consistent delivery of service across all its operations and puts accountability for complaints on the applicable branch in question. In addition, FSCO tracks the nature and volume of complaints about its operations to assess how it can improve delivery of service to its customers.

During the 2000-2001 fiscal year an internal service audit was performed on the Ministry of Finance, of which FSCO is an agency. It consisted of a compliance review and a further follow up review of measures taken as a result of the initial review. Its objective was to determine FSCO's degree of compliance with the government's overall service standards. The follow up review found that there was significant improvement in the compliance rate since the initial review.

Representatives from each branch at FSCO have been appointed to a Quality Service Committee. Their function will be to ensure that FSCO continues to comply with government-wide standards providing quality service to its customers.

Performance Report: Meeting FSCO's Objectives

Under section 11 of the *FSCO Act*, FSCO is required to deliver to the Minister of Finance, and publish by June 30 each year, a statement setting out its proposed priorities for the year ahead. FSCO measures its progress against the objectives outlined in the annual Statement of Priorities.

FSCO published its third Statement of Priorities in early summer 2000. The strategic priorities indicated in the statement, which FSCO began implementing immediately, were:

- **Provide a fair and balanced regulatory approach;**
- **Be a leader in financial services regulation in Canada;**
- **Promote and vigorously enforce compliance;**
- **Deliver a high standard of customer service; and**
- **Increase emphasis on consumer protection through education.**

The following section reports on FSCO's achievements in advancing these priorities.

Fair and Balanced Regulatory Approach

A fair and balanced regulatory approach is crucial to sustain public confidence in the regulated sectors. FSCO is committed to efficient and effective regulatory processes that strengthen consumer protection without unnecessary barriers to a healthy, competitive marketplace. In an advisory role, FSCO recommends legislative and policy changes to the government to enhance the regulatory environment. Since automobile insurance is compulsory for Ontario drivers, a key FSCO objective is to support fairness and stability in the auto insurance system.

Streamlining Regulatory Processes

In February 2001, FSCO issued updated rate filing guidelines for automobile insurers. The package reflected feedback from an industry working group on an external consultant's report. The new guidelines introduce an additional streamlined process for filing private passenger rate changes, known as Respond to Market (R2M), for insurers meeting certain criteria. The new option will enable insurers to respond more rapidly to market conditions, as less detailed filing information is required and FSCO's review process will be quicker.

If an employer with a pension plan becomes insolvent, the Superintendent of Financial Services normally appoints a third-party administrator to conclude the business of the plan. In consultation with appointed administrators, FSCO developed a streamlined process for ordering wind ups of such plans.

Enhancing the Regulatory Environment

In 2000-2001, FSCO continued its review of insurance licensing and supervision requirements. A stakeholder working group assisted FSCO to develop proposals for changes in such areas as specialized licence categories; referrals and commission splitting; an indemnity fund; group contract distribution; accountability; supervision; ownership requirements for corporate distributors; and part-time employment.

FSCO completed stakeholder consultations on the role of the appointed actuary in preserving the financial stability of insurance companies, and on a more flexible "prudent portfolio" approach to investment by insurers. On the basis of this input, FSCO worked to develop proposals for legislative amendments on these issues.

The Red Tape Reduction Act, 1999 requires the Superintendent to review the *Mortgage Brokers Act* by September 30, 2001 and make recommendations to improve its effectiveness and administration. FSCO undertook preliminary research and established a Mortgage Broker Advisory Committee to help with the review and provide ongoing advice.

Sustaining a Fair Auto Insurance System

With FSCO's support, the Honourable George Adams assisted the auto insurance industry and health care providers with negotiations on fee and utilization guidelines for rehabilitation goods and services. The industry views these guidelines as a priority for stabilizing costs in the auto insurance system. Agreements were reached with psychologists, audiologists and speech-language pathologists.

Experts commissioned by FSCO developed a standardized billing form for use by providers of medical and rehabilitation services. A steering committee representing FSCO and the auto insurance industry was created to oversee implementation of the standardized invoice. Use of this form is expected to support better collection of data for tracking rehabilitation trends and costs.

In summer 2000 FSCO received a consulting study on how auto insurers rate by territory. After reviewing the report, FSCO decided to work with the industry to gather more statistical information as a basis for determining how to protect consumers. On another rating issue, a bulletin was issued to companies reiterating that FSCO does not approve of underwriting rules and rating variables based on the financial circumstances of the insured.

The Facility Association (FA) provides mandatory auto insurance coverage to high-risk drivers. A consulting study completed in 2000-2001 will assist FSCO and the FA in working together to maintain the balance between the needs of the insuring public and those of the industry.

The Canadian Coalition Against Insurance Fraud continued to examine the costs of fraud and measures to prevent it. FSCO supports the industry's emphasis on fighting insurance fraud and is represented on the coalition.

Fair Fee and Assessment Structure

FSCO is committed to achieving full cost recovery while apportioning its costs fairly among the regulated sectors and reflecting a user-pay principle. After extensive sectoral consultations, FSCO in 2000-2001 introduced new assessment systems for the loan and trust and credit union and caisses populaires sectors, and adopted a new fee schedule including refinements to user-pay charges for dispute resolution services.

Leader in Financial Services Regulation in Canada

A common Canadian financial services marketplace is emerging. In response, regulators overseeing different sectors of the industry and in different jurisdictions are working together to harmonize rules and procedures, streamline processes and fill gaps in consumer protection.

FSCO is a leader in developing a co-ordinated national regulatory system through participation in the Canadian Association of Pension Supervisory Authorities (CAPSA); the Canadian Council of Insurance Regulators (CCIR); and the Joint Forum of Financial Market Regulators, which represents CAPSA, CCIR and the Canadian Securities Administrators. The three national bodies address key issues through committees and projects led by different regulators.

National Co-ordination

To support ongoing co-ordination and harmonization efforts, CCIR and CAPSA established permanent secretariats during 2000-2001. The costs of the secretariats, which are based in FSCO, are shared by the various jurisdictions.

Cross-Sectoral Initiatives

The Joint Forum created a Task Force on Consumer Dispute Resolution, which began work in February 2001 with members drawn from the senior ranks of the private and public sectors. The task force has a mandate to design an integrated approach to the management of complaints and the resolution of disputes for all financial services consumers across Canada.

In spring 2000, the Joint Forum approved a two-year plan for implementing 15 recommendations to harmonize the regulation of mutual funds and individual variable insurance contracts (IVICs) or segregated funds. Based on extensive study and consultation, the plan is intended to provide consumers with similar protection for both types of investment vehicles, which offer similar investment opportunities. A Joint Forum subcommittee co-chaired by FSCO is co-ordinating implementation with the assistance of an industry working group. A draft consumer guide on IVICs and mutual funds was prepared to enhance consumer awareness and simplify disclosure, and updated IVIC guidelines were developed for submission to insurance regulators.

The Joint Forum has a project under way to establish uniform proficiency requirements for financial services intermediaries holding themselves out as financial planners. FSCO and the OSC view this as a key consumer protection issue and are collaborating on implementation in Ontario. A securities rule and an insurance regulation containing similar proficiency requirements were developed in consultation with stakeholders. Amendments to improve the clarity of the requirements were discussed with the industry in spring 2001.

FSCO takes part in a Joint Forum committee that is developing nationwide practice standards – a code of conduct – to apply to all financial services intermediaries. The committee prepared a draft code for consultation, with a view to giving consumers of all financial products a comparable level of protection. This is the first of four phases in a larger national initiative to harmonize intermediary proficiency and licensing requirements across the country.

A further Joint Forum project concerns investment disclosure in capital accumulation plans that provide retirement benefits to employees. These plans are not uniformly regulated across sectors or jurisdictions, creating a need for national standards to protect plan participants. A discussion paper was developed calling for similar investment disclosure rules for defined contribution pension plans, group retirement savings plans, employee profit-sharing plans and deferred profit-sharing plans.

Insurance Initiatives

In April 2000, CCIR approved a national consumer protection strategy on point-of-sale disclosure and policy contract wording in the life insurance industry. A working group chaired by FSCO was assigned to further develop these proposals, as well as make recommendations for errors and omissions coverage.

In June 2000, CCIR adopted a series of Principles for Consumer Protection to guide all of its consumer protection projects. The principles include five high-level standards – Disclosure, Consumer Education, Effective Regulators, Educated and

Ethical Intermediaries and Consumer Remedies – plus 15 specific commitments. For example, under the principles consumers can expect clear, easily accessible information that will help them become more knowledgeable about their insurance policies.

CCIR and the Canadian Insurance Services Regulatory Organizations (CISRO) have endorsed a new national, harmonized standard for life agent education involving higher entry-level requirements and a pre-licensing training course. The goal is to ensure that people entering the field have the skills to meet the needs of today's consumers. CISRO's Life Agent Committee, of which FSCO is a member, has overseen the design of a new training course and examination, as well as the certification of course providers.

A further harmonization measure by CCIR is to develop a series of nationally accepted, flexible and fewer classes of insurance, as well as a streamlined approval process for adding or deleting classes. These changes would make it easier for the industry to get new products to market faster. The proposals were released for consultation in November 2000.

CCIR is also developing a revised set of minimum capital test requirements for property and casualty insurers. The regulators aim to create a fairer system by harmonizing the existing four solvency tests and implementing a risk-based capital approach.

Pension Initiatives

CAPSA continued to seek lasting solutions to the challenge of regulating multi-jurisdictional pension plans, long a problem for employers operating in more than one province. CAPSA developed principles for a model pension law as a basis for consultation. Complementing this initiative, FSCO chaired a CAPSA committee that examined pension regulation systems in various jurisdictions around the world.

Common guidelines for pension plan governance, as well as a self-assessment tool to implement them, were readied for further consultation. This effort built on work by the Association of Canadian Pension Management, the Pension Investment Association of Canada, the federal Office of the Superintendent of Financial Institutions and labour organizations. It is widely agreed that stronger pension plan governance would enhance the security of the pension promise.

FSCO took an active part in CAPSA's Investment Policy Committee formed to resolve investment issues on behalf of jurisdictions that have adopted the federal investment regulations. Ontario is one of these jurisdictions.

Promote and Vigorously Enforce Compliance

FSCO works to protect consumers and pension plan beneficiaries by ensuring that the regulated sectors conduct business in accordance with legislation. To promote compliance, FSCO is stepping up enforcement in the pension sector and introducing a risk-based supervisory approach to focus on plans requiring in-depth review. In the insurance sector, more emphasis is being placed on market conduct.

Promoting Pension Plan Compliance

FSCO undertook more enforcement activity in the pension area in 2000-2001, establishing an aggressive step-by-step process for responding to cases of non-compliance with filing requirements – including prosecution as a last resort. There were six successful prosecutions for non-compliance during the year. FSCO also designed a pension-plan examination process that will review a selection of plans each year.

FSCO's pension policies guide the application and interpretation of pension legislation. For the past two years, FSCO has been reviewing the policies inherited from the former Pension Commission of Ontario. Of 342 policies, 70 have been reissued unchanged as FSCO policies, 93 have been updated and reissued as FSCO policies, 136 have been removed as no longer relevant or not actual policies, and 43 remain to be addressed. Up-to-date policies foster compliance by helping the industry to better understand its obligations. We have posted these policies on our website, **www.fsco.gov.on.ca**, for ease of access.

Advance FSCO rulings on complex pension issues, similar to advance taxation rulings, could assist pension plans in meeting regulatory requirements. FSCO circulated a draft policy for feedback in 2000-2001 and plans further work in this area.

Shifting to Risk-Based Supervision – Actuarial Information Summary

FSCO has moved toward risk-based supervision of the funding of pension plans through better use of technology. All actuarial reports filed for funding purposes must now be accompanied by an Actuarial Information Summary form (AIS) in order to meet Ontario's new filing requirements. The AIS provides an extract of key data from an actuarial report and presents data in a standardized format which can be readily entered into a computerized system for identifying pension plans that are in need of close supervision.

Life Insurers' Market Conduct Reviewed

In 2000-2001, FSCO introduced a market conduct review program for life and health insurers in close co-operation with the industry. CCIR endorsed the program, making it a national initiative to support consumer confidence in the industry's business practices.

The review process has two steps: completion of a self-assessment questionnaire by insurers, followed by on-site audits by examiners. The focus is on management control systems, rather than specific transactions. In the first year, the process measured compliance with regulatory requirements and industry guidelines in the areas of complaints handling, claims handling, and agent screening, monitoring and reporting. All self-assessment questionnaires were received by fall 2000 and site visits were scheduled between November 2000 and June 2001.

Deliver a High Standard of Customer Service

FSCO demands of itself the same high standard of customer service expected of the regulated sectors. This commitment mirrors the Ontario government's determination to become more customer-centred. In response to changing customer expectations, FSCO is moving to e-business and electronic service delivery, strengthening service to pension stakeholders, and increasing access to consumer remedies.

Measuring Performance

Recognizing that it is accountable to the industry which provides its funds, FSCO developed an improved performance measurement system that emphasizes outcomes. Stakeholders provided feedback on the proposed measures. When the system is implemented in the coming year, FSCO plans to regularly communicate its performance results to the industry.

Moving to E-Business

FSCO is expanding e-business and electronic service delivery to facilitate information exchange, expedite transactions, reduce paperwork and raise consumer awareness. FSCO's E-Business Project identified a series of opportunities to move forward.

During the year, FSCO developed the initial phase of an Internet application system for insurance agent registration – a first in Canada – for introduction in spring 2001. Agents will have the option to renew licences, update personal information, change licence status and pay applicable fees online, 24 hours a day, seven days a week. The new licensing process will take just minutes to complete, compared with up to five days under a paper-based system.

The Dispute Resolution Group implemented a web-based, password-protected case directory to provide auto insurance companies with up-to-date information on the status of their active mediation, arbitration and appeal files. Ready access to this information facilitates quicker settlements of accident benefits disputes.

An e-forms project compiled an inventory of more than 400 FSCO forms that will be consolidated where possible, converted to electronic format where this has not already been done and made accessible on the FSCO website.

With the objective of eliminating barriers to e-business in the regulated sectors, FSCO undertook an ongoing review of the legislation and regulations it administers. Emphasis was placed on protecting privacy and security to build confidence in digital transactions.

FSCO is collaborating with other regulators to explore opportunities to encourage the growth of e-business and conduct regulatory activities electronically. In 2000-2001, FSCO implemented websites on behalf of CAPSA and CCIR. FSCO participated in CAPSA's Electronic Commerce Working Committee, which is developing guidelines for electronic communications between pension plan members and administrators. CCIR also created a working committee on e-commerce, with FSCO's support.

Pension Service Enhancements

On May 1, 2000, Regulation 909 under the *Pension Benefits Act* was amended by Ontario Regulation 242/00 to allow individuals who qualify under certain circumstances of financial hardship to apply to FSCO for special access to the money in their Locked-in Retirement Accounts, Life Income Funds, or Locked-in Retirement Income Funds. A dedicated unit was established to process applications, an easy-to-use application form was designed and plain-language consumer information materials were prepared. As of March 31, 2001, 3,811 applications had been received, 3,365 were approved for a total value of $38,109,979 in unlocked funds. At the same time, the Financial Services Tribunal introduced streamlined procedures for responding to requests for hearings on Superintendent decisions in such cases.

Insurance companies administer most defined contribution (DC) pension plans in Ontario. FSCO and the Canadian Life and Health Insurance Association worked together to develop a standardized wind up report for DC plans. The new form will simplify the preparation of wind up reports and enable FSCO to process reports more quickly and efficiently, expediting the release of member entitlements.

FSCO developed time lines for the processing of priority pension transactions. Support for these service standards was confirmed through stakeholder discussions.

Wider Access to Consumer Remedies

A FSCO priority is to give consumers more options for resolving complaints and disputes involving the regulated sectors quickly, fairly and inexpensively.

During the year, FSCO reviewed options for extending its highly respected dispute resolution services for auto accident benefits claims to other kinds of disputes. This exercise found considerable stakeholder interest in wider access to dispute resolution services. As well, FSCO consulted with stakeholders on the potential for adapting the Insurance Ombudsman's role in complaint-handing to other sectors. These initiatives will be considered in the context of the Joint Forum Task Force on Consumer Dispute Resolution.

Emphasis on Consumer Protection Through Education

In today's complex financial services marketplace, consumers more than ever before need a thorough understanding of the products they buy and the services they use. FSCO works with a range of stakeholders to increase consumers' skills, knowledge and access to timely and relevant information.

To help consumers make informed choices about financial products and services, FSCO released seven new or updated consumer publications in May 2000. FSCO also worked with News Canada to place consumer information items in community newspapers and local broadcast outlets, and issues of interest were issued via news release through Canada NewsWire.

FSCO's website at **www.fsco.gov.on.ca** provides consumers with immediate access to a comprehensive information resource. Online information ranges from consumer brochures to bulletins providing up-to-date information on regulated sectors, and from a system for filing complaints about industry business practices to current listings of licensed insurance agents, mortgage brokers and other practitioners.

FSCO released the third annual auto insurance Claims Satisfaction Survey, which rates the claims service offered by 49 insurance companies as well as the Facility Association. Based on an independent survey of customers whose claims closed in 1999, the results give consumers information on the quality of service as a basis for comparison shopping. Industry-wide, the total satisfied average was 85 per cent – up one percentage point from the previous survey. The claims satisfaction survey results are included in FSCO's popular *Shopping for Car Insurance* guide, which is published on the website and is in print.

Report of the Office of the Ombudsman

The Insurance Ombudsman was created in November 1996 to improve consumer protection and increase public confidence in the marketplace. The Office of the Ombudsman is the last step in Ontario's system for the informal review of consumer complaints about the business practices of insurers or their agents.

Under Ontario's industry-first response system, primary responsibility for complaint-handling rests with insurance companies. The Ombudsman investigates only complaints that companies have not been able to resolve within a reasonable time. Every insurer is required to have a consumer complaint-handling protocol and to appoint a company Ombudsman Liaison Officer to act as a link with the office and oversee the complaint process. Each company protocol must contain procedures for notifying people about the Insurance Ombudsman when a complaint remains unresolved and providing a letter explaining the company's final position.

Strengthening the Industry-First Response System

Effective January 2001, insurance companies are required to collect and report to the office on a quarterly basis data on the number and nature of consumer complaints they handle. Combining this data with information on complaints received by the office will give an indication of the proportion of complaints addressed by the industry. An industry working group developed the data collection process. The data will also be used to track trends and assist in the identification of marketplace issues.

The office advocates a standardized approach to complaint-handling to ensure that all consumers are treated fairly and receive a consistent level of service across the industry. With this in mind, a joint industry working group was established to begin formulating industry-wide standards for company complaint-handling protocols.

The Ombudsman works closely with insurance industry representatives to strengthen and refine the industry-first response. Expanding on regular biannual meetings, in November 2000 the office held the first-ever conference of company Ombudsman Liaison Officers. The event provided a forum for participants to come together as corporate ombudsmen to discuss complaint-handling best practices.

Complaint Activity

In 2000-2001, the office received 6,770 complaints – 84 per cent by telephone and 16 per cent in writing. Often, providing objective information about insurance practices and products can help resolve complaints. Where an investigation is warranted, the office applies a variety of conflict resolution tools such as fact-finding, analysis and negotiation.

In 12 per cent of the 294 investigations closed, the Ombudsman identified concerns about a company's business practices and made recommendations to change them; the companies accepted the recommendations and proceeded to implement them, or decisions flowing from them. Here are some examples:

- In a claim initially denied because the agent did not submit a completed medical form with the consumer application, the company paid the claim and agreed to improve its underwriting procedures to check applications for completeness upon receipt.

- In a dispute about the extent to which expenses for physiotherapy treatment were authorized by telephone, the company gave the consumer the benefit of the doubt and agreed to pay four of the 10 sessions claimed because the transcription of the telephone authorization was ambiguous.

- In a travel health claim, because the policy excluded losses incurred as a result of a recurring health condition, the company is revising its agent training programs to ensure that customers receive relevant information about insurance policies and any exclusions at the point of purchase.

The office also responds to complaints and reports of misconduct by insurance agents. Of the 163 agent conduct cases closed in 2000-2001, the Ombudsman found grounds to recommend regulatory action in 79.

Single Window for Other Sector Complaints

The office began to function as FSCO's single window for receiving, co-ordinating and tracking complaints involving credit unions and caisses populaires, loan and trust companies, co-operatives, mortgage brokers and pension plans, as well as the insurance industry. A centralized approach provides a convenient access point to complaint services.

Outreach Role

As in previous years, the Ombudsman worked to raise awareness about the complaint system and the role of the office through media interviews and speaking engagements. She was also instrumental in the establishment of the Canadian Ombudsman Association, an umbrella organization for ombudsmen across Canada. One of the objectives of the association is to develop and promote professional standards of conduct and a code of ethics for ombudsman offices nationwide.

Complaints Involving Insurance Companies or Agents

Type	*2000-2001*	*1999-2000*
Complaints received		
Telephone	5,683	5,427
Written	1,087	1,112
Total	6,770	6,539
Investigations		
Started	275	245
Closed	294	349

Report of the Financial Services Tribunal

The Financial Services Tribunal (FST) is an independent adjudicative body that holds hearings into certain regulatory decisions and proposed regulatory decisions of the Superintendent of Financial Services. The FST comprises the Chair, two Vice-Chairs and up to 12 members, all appointed by the Lieutenant Governor in Council.

Biographical sketches of current FST members may be found on FSCO's website at **www.fsco.gov.on.ca**.

The FST is committed to providing an expert, impartial review process that is accessible, prompt and fair. Its proceedings are guided by Rules of Practice and Procedure and Practice Directions, adopted after extensive stakeholder consultation.

With the help of the Legal Advisory Committee, established to provide advice on the adjudication process, the FST is conducting an ongoing review of the Rules of Practice and Procedure. The FST is also developing performance standards and measures on a continuing basis to improve quality and efficiency in the hearing and decision-making process. For the convenience of hearing participants, the FST now posts its hearing schedule online.

In 2000-2001, the FST put in place streamlined procedures for responding to requests for hearings on Superintendent decisions regarding access to locked-in funds in cases of financial hardship. The FST made it a priority to ensure that these hearings were convened quickly and decisions issued promptly. Fourteen hearings on cases of this type were held.

Financial Services Tribunal 2000-2001

Activity	*Pension Matters (Excluding Financial Hardship)*	*Pension Matters (Financial Hardship Only)*	*Mortgage Brokers Matters*	*Insurance Matters*	*Total*
Number of new cases received	9	17	1	4	31
Number of hearings held*	12	14	2	3	31
Number of hearing dates (pre-hearing conference, telephone conference, hearings)*	45	17	21	6	89
Files closed without hearing*	0	1	0	0	1

*Numbers may reflect files opened prior to 2000-2001 fiscal year.

Summary of Financial Services Tribunal Hearings - April 1, 2000–March 31, 2001

Hearing Name / Parties	Nature of Hearing	Relevant Dates Date of Request for Hearing/Pre-Hearing Conference ("PHC")/ Hearing Dates	Result
FST File #P0013 **Pension Plan for Employees of Monsanto Canada Inc., Registration Number 341230** **Applicant:** Monsanto Canada Inc. **Respondent:** Superintendent of Financial Services; The Association of Canadian Pension Management (ACPM); A Group of Certain Terminated Monsanto Employees	***Pension Benefits Act*** Request for Hearing regarding Superintendent's Notice of Proposal to Refuse to Approve a Partial Wind Up Report dated November 30, 1998.	Request for Hearing – December 31, 1998. PHC – April 7, 1999. Jurisdictional Hearing – June 2, 1999. PHC – September 23, 1999. Hearing on the Merits – January 10 – 12; February 7 – 11, 2000.	Reasons for Decision rendered April 14, 2000. Notice of Appeal filed by the Superintendent of Financial Services on May 12, 2000, in Ontario Divisional Court. Court date: November 21, 22, 23, 2000. Decision rendered March 19, 2001.
FST File #P0054 **Ontario Institute for Studies in Education Employee Pension Plan, Registration Number 353854** **Applicant:** The Governing Council of the University of Toronto **Respondent:** Superintendent of Financial Services; United Steelworkers of America; Former OISE Professional Staff Association; United Steelworkers of America; OPSEU	***Pension Benefits Act*** Request for hearing regarding Superintendent's Notice of Proposal dated April 30, 1999, to partially wind up the plan.	Request for Hearing – June 1, 1999. PHC – September 17, 1999. Hearing – May 10, 2000.	A settlement agreement was reached in May, 2000.
FST File #P0059-1999 **Labourers' Pension Fund of Central and Eastern Canada, Registration Number 573188** **Applicant:** Board of Trustees of the Labourers' Pension Fund of Central and Eastern Canada **Respondent:** Superintendent of Financial Services	***Pension Benefits Act*** Request for a Section 88 hearing regarding Superintendent's Notice of Proposal dated May 18, 1999.	Request for Hearing – June 15, 1999.	Adjourned *sine die* on August 18, 1999. Superintendent's Notice of Proposal withdrawn on May 19, 2000, as the Applicant has complied with the terms.
FST File #P0060-1999 **Ontario Teachers' Pension Plan (Ms. Anne Stairs), Registration Number 345785** **Applicant:** Ontario Teachers' Pension Plan Board **Respondent:** Superintendent of Financial Services; Ms. Anne Stairs	***Pension Benefits Act*** Request for hearing regarding Superintendent's Notice of Proposal dated May 6, 1999 to Order the Applicant to comply with Section 51 and 48(13) and pay to Ms. Anne Stairs amounts or benefits under a domestic contract.	Request for Hearing – June 16, 1999. PHC – July 21, 1999; August 31, 1999. Hearing – March 27, 2000.	Reasons for Decision dated May 31, 2000. Notice of Appeal dated June 30, 2000 filed with Divisional Court, Superior Court of Justice.

Hearing Name / Parties	Nature of Hearing	Relevant Dates Date of Request for Hearing/Pre-Hearing Conference ("PHC")/ Hearing Dates	Result
FST File #P0068-1999 **Consumers Packaging Pension Plan II, Registration Number 998682, "Grow-in benefits"** **Applicant:** Consumers Packaging Inc. **Respondent:** Superintendent of Financial Services; United Steelworkers of America	***Pension Benefits Act*** Request for hearing regarding Superintendent's Notice of Proposal dated April 30, 1999, to refuse to approve a partial wind up report.	Request for Hearing – June 18, 1999. PHC – August 19, 1999 Settlement Conference – January 31, 2000. Hearing – March 7, 8 and 9, 2000.	Withdrawn March 2, 2000. Application for cost award sought by Union March 6, 2000. Reasons for Decision dated December 8, 2000.
FST File #P0071-1999 **PSPP / OMERS (Gerry Menard)** **Applicant:** Gerald Menard **Respondent:** Superintendent of Financial Services	***Pension Benefits Act*** Request for hearing regarding Superintendent's 1992 decision to refuse to transfer the pension fund of employees of the Environmental Services Section, Ministry of the Environment, to the Ontario Municipal Employees Retirement System (OMERS).	Request for Hearing – December 16, 1999. PHC – February 21, 2000.	Adjourned *sine die* on February 21, 2000. Applicant has requested the Superintendent to make an order under Section 80 or 87 of the *Pension Benefits Act*.
FST File #M0073-1999 **Sussman Mortgage Funding Inc.** **Applicant:** Sussman Mortgage Funding Inc. **Respondent:** Superintendent of Financial Services	***Mortgage Brokers Act*** Request for hearing regarding Superintendent's Notice of Proposal to Revoke Registration dated August 24, 1999.	Request for Hearing – September 7, 1999. PHC – October 29, 1999; January 18, 2000; October 27, 2000. Settlement Conference – December 14, 1999. Motion on interim terms and conditions – November 11, 23 and 29, 1999. Hearing on the Merits – February 8 and 9, 2000; May 9, 2000; June 6 and 7, 2000; November 29, 30, 2000; December 11, 14, 15, 2000; January 17, 18, 23, 24, 30, 31, 2001; February 13, 14, 2001; March 27, 29, 30, 2001; April 10 to 12,18 to 20, 2001; July 24-27, July 30 – August 3, 2001.	On-going. Reasons for Order dated November 30, 2000.

Hearing Name / Parties	Nature of Hearing	Relevant Dates Date of Request for Hearing/Pre-Hearing Conference ("PHC")/ Hearing Dates	Result
FST File #P0076-1999 **Consumers' Gas Ltd.** **Applicant:** Consumers' Gas Company Ltd. **Respondent:** Superintendent of Financial Services; A group of former employees comprising the Telesis Group	***Pension Benefits Act*** Request for hearing regarding Superintendent's Notice of Proposal to Refuse to Approve a Partial Wind Up Report dated August 19, 1999.	Request for Hearing – September 20, 1999. PHC – November 15, 1999; December 2, 1999; April 3, 2000; May 5, 2000; June 27, 2000.	Adjourned *sine die* on June 27, 2000.
FST File #P0085-1999 **Schering-Plough Health Care Products Canada Inc./Produits Pour Soins de Santé Schering-Plough Canada Inc. Salaried Employees Pension Plan, Registration Number 297903** **Applicant:** Schering-Plough HealthCare Products Canada Inc. **Respondent:** Superintendent of Financial Services; A number of affected plan members	***Pension Benefits Act*** Request for a hearing regarding Superintendent's Notice of Proposal dated October 14, 1999, respecting a Partial Wind Up Report.	Request for Hearing – November 10, 1999. PHC – February 24, 1999.	Adjourned *sine die* on May 18, 2000.
FST File #P0092-1999 **The Employees Pension Plan of BICC Phillips Inc., Registration Number 293761** **Applicant:** BICC Cables Canada Inc. **Respondent:** Superintendent of Financial Services	***Pension Benefits Act*** Request for hearing regarding Superintendent's Notice of Proposal dated November 10, 1999, to refuse to approve Partial Wind Up Report.	Request for Hearing – December 20, 1999. PHC – April 17, 2000; September 19, 2000 (telephone conference); October 10, 2000 (telephone conference). Hearing – October 12, 2000.	Reasons for Decision dated November 16, 2000. Notice of Appeal dated December 15, 2000 filed with Ontario Superior Court of Justice (Divisional Court). Scheduled to be heard on April 20, 2001.
FST File #P0095-2000 **Retirement Plan of Dustbane Enterprises Limited, Registration Number 229419** **Applicant:** Dustbane Enterprises Limited E.I. Wadden & Sons Limited **Respondent:** Superintendent of Financial Services; Robinson Sanitation	***Pension Benefits Act*** Request for hearing regarding Superintendent's Notice of Proposal dated December 21, 1999.	Request for Hearing – January 26, 2000 (Dustbane); February 9, 2000 (E.I. Wadden & Sons Limited). PHC – April 14, 2000; June 2, 2000; June 21, 2000. Settlement Conference – July 10, 2000. Telephone Conference – July 13, 2000. Hearing – October 3, 4, 5, 16, 2000.	Request for Hearing by E.I. Wadden withdrawn on April 4, 2000. Order dated July 18, 2000. Reasons for Decision dated February 15, 2001.

Hearing Name / Parties	Nature of Hearing	Relevant Dates Date of Request for Hearing/Pre-Hearing Conference ("PHC")/ Hearing Dates	Result
FST File #P0099-2000 **Brewers Retail Pension Plan for Bargaining Unit Employees, Registration Number 336081** **Applicant:** United Brewers Warehouse Workers **Respondent:** Superintendent of Financial Services; Brewers Retail Inc. (Employer); UBWW/UFCW (Union);	***Pension Benefits Act*** Request for a Hearing regarding Superintendent's refusal to direct the Administrator to cease administering the Plan with an advisory committee.	Request for Hearing – February 25, 2000. PHC – May 17, 2000. Hearings – Notice Issue (telephone conference): November 16, 2000; Notice Provision: March 7, 2001; Jurisdiction: September 28, 2001.	On-going.
FST File #P0100-2000 **London Life Insurance Company Staff Pension Plan, Registration Number 0343368** **Applicant:** London Life Insurance Company **Respondent:** Superintendent of Financial Services; Mr. Alex Murphy and other members of the London Life Members' Committee	***Pension Benefits Act*** Request for Hearing regarding Superintendent's Notice of Proposal dated February 17, 2000 to partially wind up the plan.	Request for Hearing – March 6, 2000. PHC – April 28, 2000; July 11, 2000. Telephone Conference: July 19, 2000. Hearing on Motions – August 29, 2000. Hearing on Evidence – December 11 – 15, 2000. Hearing – Oral Argument – December 19 and 20, 2000.	Reasons for Order dated July 25, 2000. Reasons for Order dated September 18, 2000. Reasons for Decision dated February 7, 2001. Executive Members of the Members' Committee and Superintendent requested a review of Tribunal's decision. Disposition of Request for Review dated March 16, 2001 rendered.
FST File #P0102-2000 **Pension Plan for Employees of NORR Group Consultants Limited and Participating Companies, Registration Number 551101** **Applicant:** Former Plan Members **Respondent:** Superintendent of Financial Services	***Pension Benefits Act*** Request for Hearing regarding Superintendent's Notice of Proposal dated February 8, 2000, to consent to the payment of surplus to 1280979 Ontario Inc.	Request for Hearing – March 9, 2000.	Request for Hearing withdrawn on May 24, 2000.
FST File #P0103-2000 **Hudson Bay Diecasting Limited Hourly Employees Retirement Income Plan, Registration Number 362178** **Applicant:** CAW-Canada and its Local 1285 **Respondent:** Superintendent of Financial Services; Ventra Door Systems	***Pension Benefits Act*** Request for Hearing regarding Superintendent's Notice of Proposal dated February 21, 2000, to wind up the Plan in whole.	Request for Hearing – March 17, 2000. PHC – May 5, 2000; June 12, 2000; September 11, 2000 – adjourned *sine die* on consent of the parties.	Request for hearing withdrawn on September 14, 2000.

Hearing Name / Parties	Nature of Hearing	Relevant Dates Date of Request for Hearing/Pre-Hearing Conference ("PHC")/ Hearing Dates	Result
FST File #I0109-2000 **Executive Barter Exchange Inc.** **Applicant:** Executive Barter Exchange Inc. **Respondent:** Superintendent of Financial Services	***Insurance Act*** Request for Hearing with respect to the Superintendent of Financial Services Interim Cease and Desist Order dated May 4, 2000.	Request for Hearing – June 6, 2000. PHC – August 18, 2000.	Parties have reach a settlement. Consent Order dated September 29, 2000, reflecting the settlement signed by Panel.
FST File #I0110-2000 **Crump Barter Services Inc.** **Applicant:** Joseph Crump/Crump Barter Services Inc. **Respondent:** Superintendent of Financial Services	***Insurance Act*** Request for Hearing with respect to the Superintendent of Financial Services Interim Cease and Desist Order issued April 10, 2000.	Request for Hearing – May 25, 2000. PHC – (telephone conference) July 18, 2000; (telephone conference) August 2, 2000. Hearing – October 20, 2000.	Reasons for Order dated October 30, 2000 issued.
FST File #P0116-2000 **Ontario Public Service Pension Plan, Registration Number 208777 (Victor Burns)** **Applicant:** Ontario Pension Board **Respondent:** Superintendent of Financial Services; Mr. Victor Burns	***Pension Benefits Act*** Request for Hearing regarding the Superintendent's Notice of Proposal dated July 12, 2000, respecting a request by Mr. Victor Burns.	Request for Hearing – August 1, 2000. PHC – November 23, 2000. Hearing – April 30 and May 1, 2001.	On-going.
FST File #P0117-2000 **Eaton Yale Ltd. Pension Plan for Salaried Employees of Cutler-Hammer Canada Operations, Registration Number 440396** **Applicant:** Eaton Yale Ltd., c/o Eaton Corporation **Respondent:** Superintendent of Financial Services	***Pension Benefits Act*** Request for Hearing regarding the Superintendent's Notice of Proposal dated June 22, 2000, requiring the Wind Up in Part of the Eaton Yale Ltd. Pension Plan for Salaried Employees of Cutler-Hammer Canada Operations.	Request for Hearing – August 4, 2000.	Adjourned *sine die* on November 9, 2000.
FST File #P0119-2000 **Dr. Louis Gliksman (Ontario Public Service Pension Plan, Registration Number 208777)** **Applicant:** Dr. Louis Gliksman **Respondent:** Superintendent of Financial Services; The Hospitals of Ontario Pension Plan (HOOPP); The Ontario Pension Board	***Pension Benefits Act*** Request for Hearing regarding the Superintendent's refusal to make an Order under section 87 respecting a request by Dr. Gliksman.	Request for Hearing – August 21, 2000. PHC – (telephone conference) October 2, 2000; (telephone conference) November 15, 2000.	Request for Hearing withdrawn on January 9, 2001.

Hearing Name / Parties	Nature of Hearing	Relevant Dates Date of Request for Hearing/Pre-Hearing Conference ("PHC")/ Hearing Dates	Result
FST File #P0120-2000 **David Horgan (Ontario Public Service Pension Plan, Registration Number 208777)** **Applicant:** Mr. David Horgan **Respondent:** Superintendent of Financial Services; The Ontario Pension Board	***Pension Benefits Act*** Request for Hearing regarding Superintendent's Notice of Proposal dated July 12, 2000, refusing to make an order with respect to Mr. Horgan's claim relating to the Ontario Public Service Pension Plan, Reg. #208777.	Request for Hearing – August 14, 2000. PHC – November 23, 2000; February 13, 2001 (telephone conference); February 26, 2001 (telephone conference). Hearing: July 11, 12, 13, 2001.	On-going.
FST File # P0122-2000 **Penberthy Canada Products, Inc.** **Applicant:** Penberthy Canada Products, Inc. **Respondent:** Superintendent of Financial Services	***Pension Benefits Act*** Request for Hearing regarding the Superintendent's NOP dated June 22, 2000, to order Penberthy Canada Products, Inc. to pay Mrs. L. Hambling the survivour pension benefits to which she is entitled.	Request for Hearing – September 12, 2000. PHC – November 27, 2000; January 4, 2001 (telephone conference); Settlement Conference: January 24, 2001.	On-going.
FST File #U0123-2000 **Financial Hardship** **Respondent:** Superintendent of Financial Services	***Pension Benefits Act*** Request for Hearing regarding Application to the Superintendent of Financial Services for Consent to Withdraw Money based on Financial Hardship.	Request for Hearing – August 24, 2000. PHC – September 27, 2000 (telephone conference).	Withdrawn on January 3, 2001.
FST File #U0124-2000 **Financial Hardship** **Respondent:** Superintendent of Financial Services	***Pension Benefits Act*** Request for Hearing regarding Application to the Superintendent of Financial Services for Consent to Withdraw Money based on Financial Hardship.	Request for Hearing – September 12, 2000. PHC – September 29, 2000 (telephone conference). Hearing: December 4, 2000 (telephone conference).	Reasons dated December 21, 2000.
FST File #U0126-2000 **Financial Hardship** **Respondent:** Superintendent of Financial Services	***Pension Benefits Act*** Request for Hearing regarding Application to the Superintendent of Financial Services for Consent to Withdraw Money based on Financial Hardship.	Request for Hearing – November 7, 2000; Reasons dated January 9, 2001.	Reasons dated January 18, 2001.

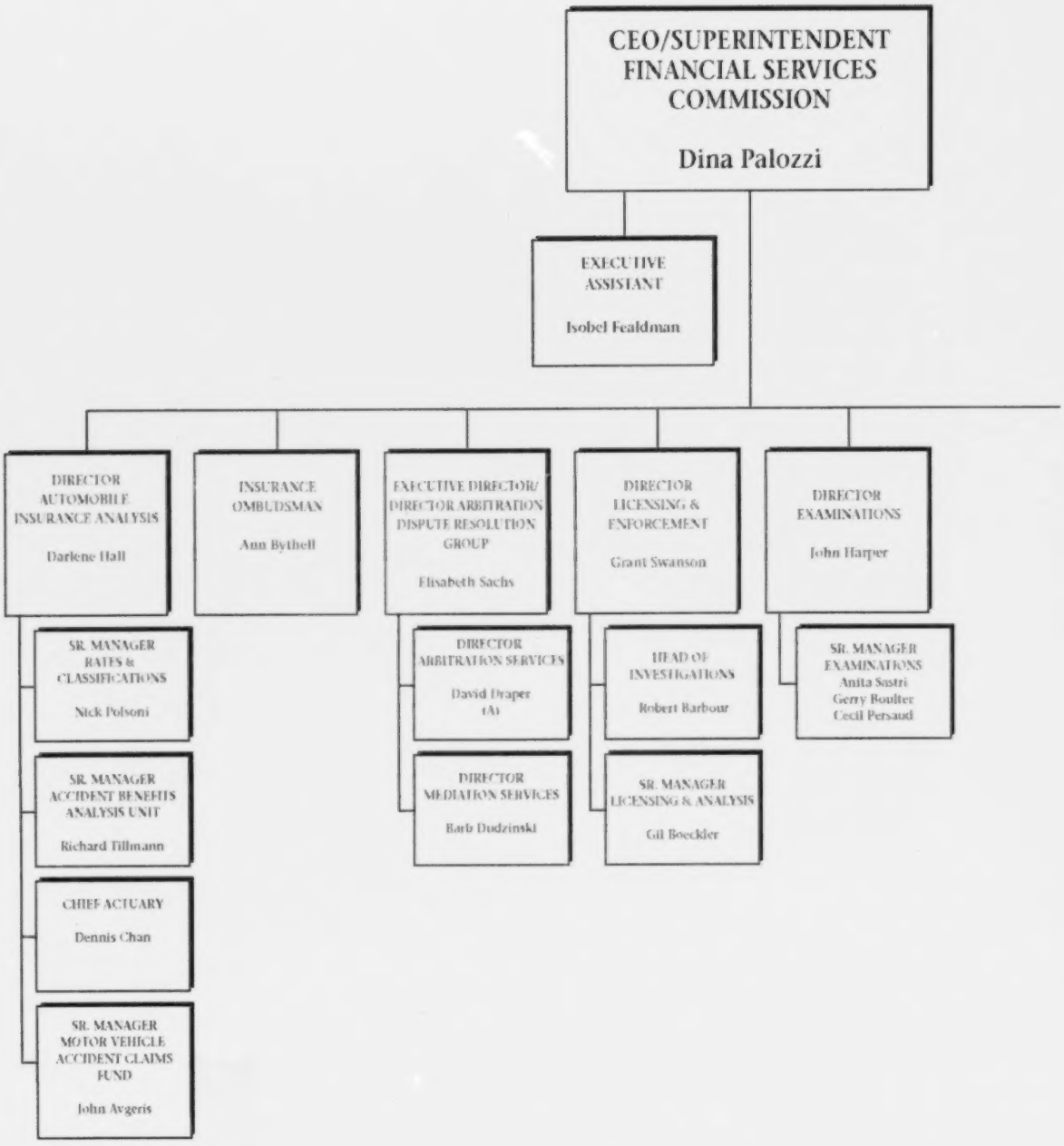
Hearing Name / Parties	Nature of Hearing	Relevant Dates Date of Request for Hearing/Pre-Hearing Conference ("PHC")/ Hearing Dates	Result
FST File #U0127-2000 **Financial Hardship** **Respondent:** Superintendent of Financial Services	***Pension Benefits Act*** Request for Hearing regarding Application to the Superintendent of Financial Services for Consent to Withdraw Money based on Financial Hardship.	Request for Hearing – November 10, 2000. PHC – February 16, 2001; March 22, 2001.	Withdrawn on March 22, 2001.
FST File #P0130-2000 **Imperial Oil Limited Retirement Plan (1988), Registration Number 347054 and the Imperial Oil Limited Retirement Plan for Former Employees of McColl Frontenac Inc., Registration Number 344002** **Applicant:** Imperial Oil Limited **Respondent:** Superintendent of Financial Services	***Pension Benefits Act*** Request for Hearing regarding the Superintendent's Notice of Proposal dated October 3, 2000, to refuse to approve partial wind up reports.	Request for Hearing – October 31, 2000. PHC – June 19, 2001.	On-going.
FST File: U0132-2000 **Financial Hardship** **Respondent:** Superintendent of Financial Services	***Pension Benefits Act*** Request for Hearing regarding Application to the Superintendent of Financial Services for Consent to Withdraw Money based on Financial Hardship.	Request for Hearing – December 4, 2000.	Reasons dated January 22, 2001.
FST File: U0133-2000 **Financial Hardship** **Respondent:** Superintendent of Financial Services	***Pension Benefits Act*** Request for Hearing regarding Application to the Superintendent of Financial Services for Consent to Withdraw Money based on Financial Hardship.	Request for Hearing – December 6, 2000.	Reasons dated January 26, 2001.
FST File: M0134-2000 **VR Mortgages (894182 Ontario Limited)** **Respondent:** Superintendent of Financial Services	***Mortgage Brokers Act*** Request for a Hearing regarding Superintendent's Notice of Proposal to Refuse Registration dated November 27, 2000.	Request for Hearing – December 11, 2000. PHC – February 13, 2001 (telephone conference). Hearing – March 7, 2001.	On-going.

Hearing Name / Parties	Nature of Hearing	Relevant Dates Date of Request for Hearing/Pre-Hearing Conference ("PHC")/ Hearing Dates	Result
FST File: U0135-2000 **Financial Hardship** **Respondent:** Superintendent of Financial Services	***Pension Benefits Act*** Request for Hearing regarding Application to the Superintendent of Financial Services for Consent to Withdraw Money based on Financial Hardship.	Request for Hearing – December 12, 2000. PHC – March 6, 2001.	Superintendent to issue amended consent.
FST File: U0136-2000 **Financial Hardship** **Respondent:** Superintendent of Financial Services	***Pension Benefits Act*** Request for Hearing regarding Application to the Superintendent of Financial Services for Consent to Withdraw Money based on Financial Hardship.	Request for Hearing – December 22, 2000.	Abandoned.
FST File: U0137-2000 **Financial Hardship** **Respondent:** Superintendent of Financial Services	***Pension Benefits Act*** Request for Hearing regarding Application to the Superintendent of Financial Services for Consent to Withdraw Money based on Financial Hardship.	Request for Hearing – December 27, 2000.	Reasons dated January 29, 2001.
FST File: I0138-2000 **Jatinder S. Suri** **Applicant:** Mr. Jatinder S.Suri **Respondent:** Superintendent of Financial Services	***Insurance Act*** Notice of Appeal of Superintendent of Financial Services Revocation of Level II Life Insurance Agents Licence.	Notice of Appeal – December 20, 2000. February 5, 2001 – (telephone conference); – Request that Tribunal stays Superintendent's Order. PHC – March 7, 2001 (telephone conference). Hearing – May 8, 2001.	Request denied.
FST File U0139-2001 **Financial Hardship** **Respondent:** Superintendent of Financial Services	***Pension Benefits Act*** Request for Hearing regarding Application to the Superintendent of Financial Services for Consent to Withdraw Money based on Financial Hardship.	Request for Hearing – January 4, 2001.	Reasons dated February 27, 2001.

Hearing Name / Parties	Nature of Hearing	Relevant Dates Date of Request for Hearing/Pre-Hearing Conference ("PHC")/ Hearing Dates	Result
FST File U0140-2001 **Financial Hardship** **Respondent:** Superintendent of Financial Services	***Pension Benefits Act*** Request for Hearing regarding Application to the Superintendent of Financial Services for Consent to Withdraw Money based on Financial Hardship.	Request for Hearing – January 11, 2001.	Reasons dated January 30, 2001.
FST File U0141-2001 **Financial Hardship** **Respondent:** Superintendent of Financial Services	***Pension Benefits Act*** Request for Hearing regarding Application to the Superintendent of Financial Services for Consent to Withdraw Money based on Financial Hardship.	Request for Hearing – January 12, 2001. PHC – February 12, 2001 (telephone conference).	On-going.
FST File U0145-2001 **Financial Hardship** **Respondent:** Superintendent of Financial Services	***Pension Benefits Act*** Request for Hearing regarding Application to the Superintendent of Financial Services for Consent to Withdraw Money based on Financial Hardship.	Request for Hearing – January 30, 2001.	Reasons dated February 21, 2001.
FST File P0147-2001 **Rupinder Anand (Ontario Public Service Pension Plan, Registration Number 1012046)** **Applicant:** Rupinder Anand **Respondent:** Superintendent of Financial Services; Ontario Public Service Employees' Union Pension Trust	***Pension Benefits Act*** Request for Hearing regarding Superintendent's Notice of Proposal dated January 4, 2001, to refuse to make an order with respect to Mr. Anand.	Request for Hearing – February 6, 2001. PHC – February 13, 2001; February 26, 2001. Hearing – July 11, 12, 13, 2001.	On-going.
FST File U0148-2001 **Financial Hardship** **Respondent:** Superintendent of Financial Services	***Pension Benefits Act*** Request for Hearing regarding Application to the Superintendent of Financial Services for Consent to Withdraw Money based on Financial Hardship.	Request for Hearing – February 8, 2001. PHC – March 6, 2001.	On-going.

Hearing Name / Parties	Nature of Hearing	Relevant Dates Date of Request for Hearing/Pre-Hearing Conference ("PHC")/ Hearing Dates	Result
FST File U0149-2001 **Financial Hardship** **Respondent:** Superintendent of Financial Services	***Pension Benefits Act*** Request for Hearing regarding Application to the Superintendent of Financial Services for Consent to Withdraw Money based on Financial Hardship.	Request for Hearing – February 27, 2001.	Reasons dated March 28, 2001.
FST File: P0150-2001 **The Retirement Plan for Salaried Employees of Marshall Steel Limited and Associated Companies, Registration Number 0968081** **Applicant:** Marshall-Barwick Inc. **Respondent:** Superintendent of Financial Services	***Pension Benefits Act*** Request for Hearing regarding the Superintendent's NOP dated December 12, 2000 refusing to approve a partial wind up report.	Request for Hearing – January 16, 2001.	On-going.
FST File I0151-2001 **Universal Settlements International Inc.** **Applicant:** Universal Settlements **Respondent:** Superintendent of Financial Services	***Insurance Act*** Request for Hearing regarding the Superintendent's Notice of Proposed Cease and Desist Order imposed upon Universal Settlements International Inc., Derek O'Brien and Tony Duscio.	Request for Hearing – March 12, 2001.	On-going.
FST File U0152-2001 **Financial Hardship** **Respondent:** Superintendent of Financial Services	***Pension Benefits Act*** Request for Hearing regarding Application to the Superintendent of Financial Services for Consent to Withdraw Money based on Financial Hardship.	Request for Hearing – March 7, 2001.	On-going.
FST File U0153-2001 **Financial Hardship** **Respondent:** Superintendent of Financial Services	***Pension Benefits Act*** Request for Hearing regarding Application to the Superintendent of Financial Services for Consent to Withdraw Money based on Financial Hardship.	Request for Hearing – March 7, 2001.	On-going.

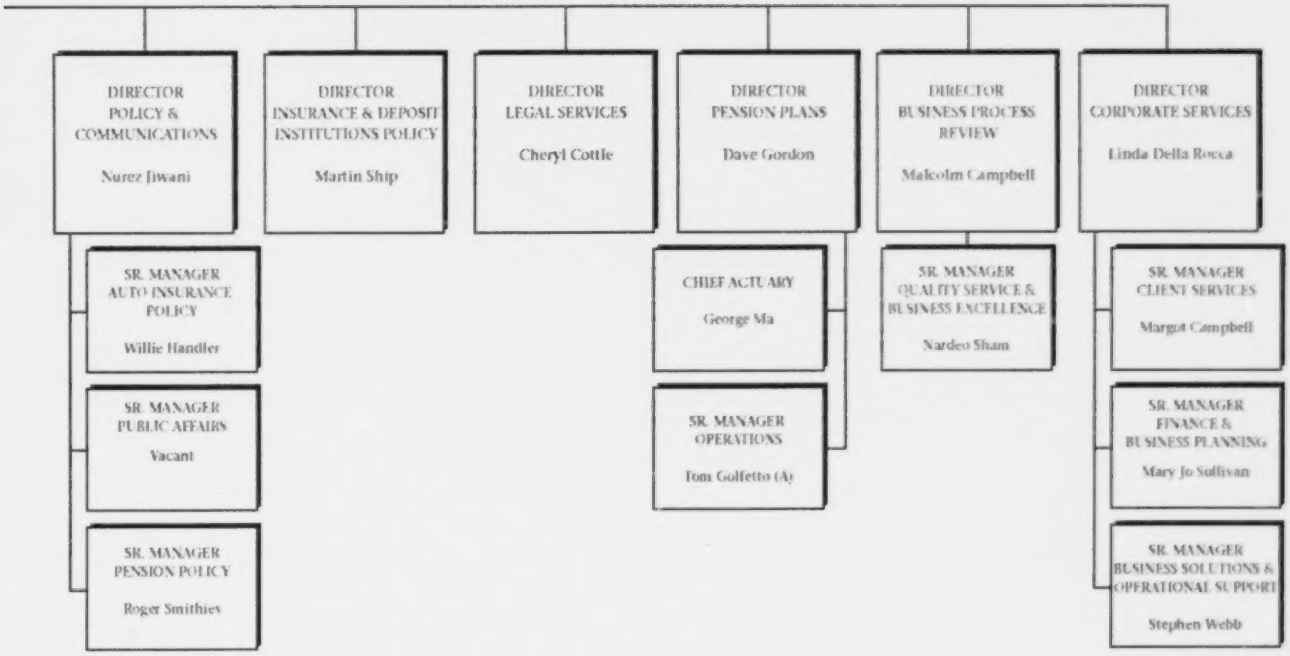
Hearing Name / Parties	Nature of Hearing	Relevant Dates Date of Request for Hearing/Pre-Hearing Conference ("PHC")/ Hearing Dates	Result
FST File P0154-2001 **Pension Plan for Employees of National Steel Car Limited ("Salaried Plan") and the Pension Plan for Hourly-Paid Employees of National Steel Car Limited (the "Hourly Plan"), Registration Numbers 0215020 and 0215038** **Applicant:** Salaried Employees of National Steel Car Limited **Respondent:** Superintendent of Financial Services; National Steel Car Limited; United Steelworkers of America, Local 7135	***Pension Benefits Act*** Request for Hearing regarding the Superintendent's consent to transfer all of the assets of Pension Plan for the Salaried Employees of National Steel Car Limited to the Pension Plan for Hourly-Paid Employees of National Steel Car Limited.	Request for Hearing – March 7, 2001.	On-going.



As of March 31, 2001

Financial Services Commission of Ontario

Organization Chart



FINANCIAL SERVICES COMMISSION OF ONTARIO

STATEMENT OF REVENUE AND EXPENDITURE

FOR THE YEAR ENDED MARCH 31, 2001

Office of the Provincial Auditor of Ontario

Office of the
Provincial Auditor
of Ontario

Bureau du
vérificateur provincial
de l'Ontario

Box 105, 15th Floor, 20 Dundas Street West, Toronto, Ontario M5G 2C2
B.P. 105, 15e étage, 20, rue Dundas ouest, Toronto (Ontario) M5G 2C2
(416) 327-2381 Fax: (416) 327-9862

Auditor's Report

To the Financial Services Commission of Ontario
and to the Minister of Finance

I have audited the statement of revenue and expenditure of the Financial Services Commission of Ontario for the year ended March 31, 2001. This statement is the responsibility of the Commission's management. My responsibility is to express an opinion on this statement based on my audit.

I conducted my audit in accordance with Canadian generally accepted auditing standards. Those standards require that I plan and perform an audit to obtain reasonable assurance whether the financial statement is free of material misstatement. An audit includes examining, on a test basis, evidence supporting the amounts and disclosures in the financial statement. An audit also includes assessing the accounting principles used and significant estimates made by management, as well as evaluating the overall financial statement presentation.

In my opinion, this statement presents fairly, in all material respects, the Commission's revenue and expenditure for the year ended March 31, 2001 in accordance with the accounting policies described in note 2 to the financial statement.

Toronto, Ontario
August 24, 2001

J.R. McCarter, CA
Assistant Provincial Auditor

FINANCIAL SERVICES COMMISSION OF ONTARIO

STATEMENT OF REVENUE AND EXPENDITURE FOR THE YEAR ENDED MARCH 31, 2001

	2001 ($000s)	2000 ($000s)
Revenue (Note 3)		
Assessments	21,331	22,727
Fees and licences	12,912	11,679
Registrations	588	614
Other	121	129
	34,952	35,149
Expenditure (Note 3)		
Salaries and wages	19,442	18,474
Employee benefits (Note 4)	3,256	3,574
Transportation and communication	754	790
Services	11,613	11,250
Supplies and equipment	1,537	1,890
Transfer payment	40	—
	36,642	35,978
Less: Recoveries	192	15
	36,450	35,963
Excess of expenditure over revenue	1,498	814

Contingencies (Note 5)

See accompanying notes to the financial statement.

Approved by:

CEO and Superintendent (Acting)
Financial Services Commission of Ontario

FINANCIAL SERVICES COMMISSION OF ONTARIO

NOTES TO FINANCIAL STATEMENT
MARCH 31, 2001

1. OPERATIONS OF THE COMMISSION

The Financial Services Commission of Ontario (Commission) was established under the *Financial Services Commission of Ontario Act, 1997*. The Commission's mandate is to enhance consumer confidence and public trust in Ontario's regulatory activities governing pensions, insurance, trust companies, credit unions, caisses populaires, co-operatives and mortgage brokers, and also to make recommendations to the Minister of Finance on matters affecting the regulated sectors. The Commission administers the following legislation: *Insurance Act, Pension Benefits Act, Credit Unions and Caisses Populaires Act, Loan and Trust Corporations Act, Mortgage Brokers Act* and *Co-operative Corporations Act*.

2. SIGNIFICANT ACCOUNTING POLICIES

The financial statement has been prepared by management. The significant accounting policies used to prepare this statement are summarized below.

(a) Basis of Accounting

This financial statement has been prepared using the cash basis of accounting which is modified to allow for an additional 30 days to pay for goods and services received during the fiscal year just ended.

(b) Capital Assets

Capital assets are charged to expenditure in the year of acquisition.

FINANCIAL SERVICES COMMISSION OF ONTARIO

NOTES TO FINANCIAL STATEMENT
MARCH 31, 2001

3. REVENUE AND EXPENDITURE

(a) Revenue is deposited into the Consolidated Revenue Fund of the Province of Ontario.

For the fiscal year, revenue from the following Acts and regulations made under the Acts administered by the Commission are:

	2001 ($000s)	2000 ($000s)
Insurance Act		
Insurer assessment	18,622	22,037
Fees, licences and other	4,532	2,439
Pension Benefits Act		
Annual information return filing fees and registration fees	8,280	8,296
Credit Unions and Caisses Populaires Act		
Credit Union assessment	2,205	690
Other	240	73
Loan and Trust Corporations Act		
Loan and Trust assessment	504	—
Fees, licences and registrations	77	1,183
Mortgage Brokers Act		
Registrations	464	404
Co-operative Corporations Act		
Fees and other	28	27
	34,952	35,149

FINANCIAL SERVICES COMMISSION OF ONTARIO

NOTES TO FINANCIAL STATEMENT
MARCH 31, 2001

(b) Expenditures are paid out of monies appropriated therefor by the Legislature of the Province of Ontario. Certain administrative expenses have been absorbed by the Ministry of Finance. The Financial Services Commission of Ontario is phasing in full-cost recovery. In the interim, any difference between expenditures and revenue is absorbed by the Consolidated Revenue Fund.

4. PENSION PLAN

The Commission provides pension benefits for all its permanent employees through participation in the Public Service Pension Fund (PSPF) and the Ontario Public Service Employees' Union Pension Fund (OPSEU Pension Fund) established by the Province of Ontario. The Commission's contributions related to the PSPF and OPSEU Pension Fund for the year were $964,632 (2000 - $1,187,700) and are included in employee benefits.

5. CONTINGENCIES

The Commission is involved in various legal actions. The outcome and ultimate disposition of these actions are not determinable at this time.

6. ESTABLISHING A SINGLE FINANCIAL SERVICE REGULATOR

In the May 2, 2000 Budget, the Minister of Finance announced that the Financial Services Commission of Ontario and the Ontario Securities Commission would be merged into a single agency that would provide regulation of the capital markets and financial services sectors. Legislation is required in order to create the proposed new organization and specify its regulatory responsibilities and powers. Draft legislation supporting this initiative was released for comment by the Ministry of Finance in April 2001.

FINANCIAL SERVICES COMMISSION OF ONTARIO

STATEMENT OF THE PENSION BENEFITS GUARANTEE FUND

FOR THE YEAR ENDED MARCH 31, 2001

Office of the Provincial Auditor of Ontario

Office of the
Provincial Auditor
of Ontario

Bureau du
vérificateur provincial
de l'Ontario

Box 105, 15th Floor, 20 Dundas Street West, Toronto, Ontario M5G 2C2
B.P. 105, 15e étage, 20, rue Dundas ouest, Toronto (Ontario) M5G 2C2
(416) 327-2381 Fax: (416) 327-9862

Auditor's Report

To the Financial Services Commission of Ontario
and to the Minister of Finance

I have audited the statement of the Pension Benefits Guarantee Fund of the Financial Services Commission of Ontario for the year ended March 31, 2001. This statement is the responsibility of the Commission's management. My responsibility is to express an opinion on this statement based on my audit.

I conducted my audit in accordance with Canadian generally accepted auditing standards. Those standards require that I plan and perform an audit to obtain reasonable assurance whether the financial statement is free of material misstatement. An audit includes examining, on a test basis, evidence supporting the amounts and disclosures in the financial statement. An audit also includes assessing the accounting principles used and significant estimates made by management, as well as evaluating the overall financial statement presentation.

In my opinion, this statement presents fairly, in all material respects, the Commission's guarantee fund revenue, expenditure and fund balance for the year ended March 31, 2001 in accordance with the accounting policies described in note 2 to the financial statement.

Toronto, Ontario
August 24, 2001

J.R. McCarter, CA
Assistant Provincial Auditor

FINANCIAL SERVICES COMMISSION OF ONTARIO

STATEMENT OF THE PENSION BENEFITS GUARANTEE FUND FOR THE YEAR ENDED MARCH 31, 2001

	2001 ($000s)	2000 ($000s)
Revenue		
Premium revenue	27,404	43,665
Investment income (Note 3)	11,540	7,634
Recoveries	108	380
	39,052	51,679
Expenditure		
Claims	1,134	5,237
Investment management fees	247	223
Administration fee (Note 4)	202	—
	1,583	5,460
Excess of revenue over expenditure	37,469	46,219
Unrealized changes in market value of investments	2,525	(589)
	39,994	45,630
Balance in Fund, beginning of year	188,994	143,364
Balance in Fund, end of year	228,988	188,994
Consisting of:		
Cash and short-term deposits	132,395	124,783
Government and corporate bonds at market (Cost - $91,846; 2000 - $62,848)	93,365	61,842
Accrued interest	3,228	2,369
	228,988	188,994

Contingencies (Note 5)

Subsequent event (Note 6)

See accompanying notes to the financial statement.

Approved by:

CEO and Superintendent (Acting)
Financial Services Commission of Ontario

FINANCIAL SERVICES COMMISSION OF ONTARIO

PENSION BENEFITS GUARANTEE FUND – NOTES TO FINANCIAL STATEMENT – MARCH 31, 2001

1. PURPOSE OF FUND

The purpose of the Pension Benefits Guarantee Fund (the Fund) is to guarantee payment of pension benefits of certain defined benefit pension plans that are wound up under conditions specified in the *Pension Benefits Act*, and regulations thereto. The regulations also prescribe the amount of the premiums required to be paid into the Fund by plan sponsors. The Superintendent of the Financial Services Commission of Ontario pursuant to the *Financial Services Commission of Ontario Act, 1997*, is responsible for the administration of the Fund.

2. SIGNIFICANT ACCOUNTING POLICIES

The financial statement has been prepared by management. The significant accounting policies used to prepare this statement are summarized below:

(a) Basis of Accounting
This financial statement has been prepared using the cash basis of accounting except investment income and unrealized changes in the market value of investments which are recorded on an accrual basis.

(b) Investments
Short-term deposits have a market value that approximates carrying value.

Investments in Government and corporate bonds are stated at their quoted market value. Unrealized changes in market value reflect the change in unrealized gains or losses that have occurred by holding investments over the year.

3. INVESTMENTS

The Financial Services Commission of Ontario has adopted a statement of Investment Policies and Guidelines. This statement outlines the purpose of the Fund and provides guidelines for the management of the Fund.

The Fund invests in short-term deposits and in fixed-income securities issued or guaranteed by the federal and provincial governments and Canadian Corporations. Short-term deposits have an average yield of 5.22% (2000 - 5.28%) and will mature within a year. Investments in government and corporate bonds will mature within seven years and have an average yield of 5.93% (2000 - 6.14%).

FINANCIAL SERVICES COMMISSION OF ONTARIO

PENSION BENEFITS GUARANTEE FUND – NOTES TO FINANCIAL STATEMENT – MARCH 31, 2001

Investment income is comprised of interest from interest bearing securities combined with realized gains/losses from the sale of securities. The realized net loss on the sale of securities amounted to $703,340 (2000 - $1,232,904). Unrealized changes in the market value of investments are reflected as a separate line item on the statement.

4. ADMINISTRATION FEE

The Pension Benefits Act allows the Financial Services Commission of Ontario to charge the Fund for expenses it incurs in administering the Fund. During fiscal 2001, administration fees of $202,000 (2000 : nil) were paid to the Financial Services Commission of Ontario.

5. CONTINGENCIES

As at March 31, 2001, there are 29 potential claims relating to the closure of 24 companies and the wind-up of their pension plans. The liability of the Fund relating to these claims is estimated at approximately $20.3 million. Settlement of these claims will be accounted for in the period in which the settlement occurs.

6. SUBSEQUENT EVENT

On April 23, 2001, the Fund was informed of a possible significant claim which has the potential to exceed the current balance in the fund. Should such a claim be filed, the Pension Benefits Act provides that if the amount standing to the credit of the Fund is insufficient to meet payments for claims, the Lieutenant Governor in Council may authorize the Minister of Finance of Ontario to make loans out of the Consolidated Revenue Fund to the Fund on such terms and conditions as the Lieutenant Governor directs.

STATEMENT OF FINANCIAL POSITION STATEMENT OF FUND

YEAR ENDED MARCH 31, 2001
UNAUDITED

MOTOR VEHICLE ACCIDENT CLAIMS FUND

(Established under the Motor Vehicle Accident Claims Act)

STATEMENT OF FINANCIAL POSITION
AS AT MARCH 31, 2001

UNAUDITED

ASSETS

	2001 $	2000 $
Funds on Deposit with the Minister of Finance	7,174,158	6,098,586
	7,174,158	**6,098,586**

LIABILITIES & FUND BALANCE

Net Fund Balance	7,174,158	6,098,586
	7,174,158	**6,098,586**

See accompanying notes to Financial Statements

Dina Palozzi
Chief Executive Officer and
Superintendent of Financial Services

MOTOR VEHICLE ACCIDENT CLAIMS FUND

(Established under the Motor Vehicle Accident Claims Act)

STATEMENT OF FUND
FOR THE YEAR ENDED MARCH 31, 2001

UNAUDITED

	2001 $	2000 $
RECEIPTS		
Fee on issue or renewal of driver's licences	8,821,318	8,366,323
Repayment by debtors	2,382,261	2,567,995
Prior year recoveries	543,393	483,493
TOTAL RECEIPTS	**11,746,972**	**11,417,811**
DISBURSEMENTS		
Special Purpose Payments		
Third Party Claims		
Judgments, including costs	3,107,710	4,712,439
Out-of-Court settlements	66,869	94,031
Hit-and-run cases, including costs	985,807	603,318
	4,160,386	**5,409,788**
Accident Benefits		
Statutory accident benefits	3,550,972	5,264,804
Sub-total	**7,711,358**	**10,674,592**
Administrative Expenses		
Salaries and wages	767,755	762,330
Employee benefits	136,365	148,302
Transportation and Communication Services	15,268	104,117
Services		
Claims (Solicitors' fees, etc.)	1,415,379	987,910
Accident benefits claims expense	516,812	615,132
Other	95,323	655,722
Supplies and equipment	13,140	31,975
Sub-total	**2,960,042**	**3,305,488**
TOTAL DISBURSEMENTS	**10,671,400**	**13,980,080**
Increase/(Decrease) in Fund during the year	1,075,572	(2,562,269)
Balance in Fund, on deposit with the Minister of Finance, Beginning of Year	6,098,586	8,660,855
Balance in Fund, on deposit with the Minister of Finance, End of Year	**7,174,158**	**6,098,586**

See accompanying notes to Financial Statements

MOTOR VEHICLE ACCIDENT CLAIMS FUND

NOTES TO FINANCIAL STATEMENT

1. Authority

The Motor Vehicle Accident Claims Fund (the "Fund") operates under the authority of the *Motor Vehicle Accident Claims Act* (the "*Act*"), R.S.O. 1990, Chapter M.41 as amended.

2. Fund Operations

The Fund was originally established to provide compensation to victims of motor vehicle accidents caused by uninsured or hit-and-run motorists in Ontario. Uninsured motorists were required to pay an annual fee into the Fund. However, effective March 1, 1980, with the enactment of the *Compulsory Automobile Insurance Act*, all motorists were required to carry compulsory third party liability insurance including uninsured motorist coverage. In 1990, a new provision to pay accident benefits was created for the Fund.

The Fund now pays claims under four different automobile insurance compensation systems:

1. Tort - prior to June 22, 1990;
2. OMPP - between June 22, 1990 and December 31, 1993;
3. Bill 164 - between January 1, 1994 and October 31, 1996; and
4. Bill 59 - from November 1, 1996 and forward.

The coverage provided by the Fund is analogous to the minimum required coverage under the standard automobile policy (OAP1) approved by the provincial regulator. Unlike insurance companies, the Fund does not cover claims where the accidents occur outside of Ontario.

3. Statement of Fund

Basis of Accounting

The Fund uses a cash basis of accounting which is modified to allow an additional 30 days to pay for goods and services pertaining to the fiscal year just ended. In this regard, certain payments incurred at year end may be reported in the following month of the new fiscal period.

Receipts

Fees consist of $1.00 charged per year to every driver in the Province of Ontario who renews his/her driver's licence and for every new driver's licence issued.

Amounts collected on outstanding receivables are reported as receipts in the year they are collected (see below for explanation of Accounts Receivable).

Special Purpose Payments

Amounts paid from the Fund to victims of automobile accidents, where there is no insurance to respond to the claim, are reported as expenditures and are broken down into claim types set out in the *Act*. These payments are legally recoverable from uninsured at-fault motorists, for all third party liability claims.

Administrative Expenses

The administrative expenditures (e.g. Salaries, Benefits, Transportation and Communication Services, and Supplies and Equipment) are paid out during the course of the year from the Consolidated Revenue Fund. At the end of each

fiscal year, the Lieutenant Governor in Council authorizes the payment out of the Fund, of the amount required to reimburse the Consolidated Revenue Fund for the expenses incurred in connection with the administration of the Fund.

4. Statement of Financial Position

Motor Vehicle Accident Claims Fund

As at March 31, 2001, the Fund reported receipts in excess of disbursements by $1.1 million increasing the fiscal year end Fund balance to $7.2 million. This amount is held in a Consolidated Revenue Fund Special Purpose Account and is reported as a liability on the Statement of Financial Position of the Province of Ontario.

Accounts Receivable

The records of the Fund provide for an Accounts Receivable portfolio, compiled over the years as a result of third party claim payouts to uninsured victims. In accordance with the *Act* these payouts which become receivables, are recoverable from uninsured motorists. As of March 31, 1999, the process used to estimate the allowance for doubtful accounts was revised. The process involves an aging method modified to suit the Fund's payout process. At March 31, 2001, the receivables totalled $51.1 million. The allowance for doubtful accounts is calculated to be $29.8 million leaving a net realizable value of $21.3 million.

Contingent Gains

Some payments out of the Fund are in the form of Structured Settlements for accident benefit claims. These claims have guarantee periods ranging from 10 to 25 years and during this period reversionary interest will revert back to Her Majesty the Queen in right of Ontario as represented by the Minister of Finance should the claimant die.

Even though the range of probability that the claimant may die during the guarantee period is slight, the Fund nevertheless has calculated the approximate reversionary interest as at March 31, 2001 for information purposes.

As at March 31, 2001, the amount paid out of the Fund for accident benefit claims in the form of structured settlements was approximately $3.9 million with applicable reversionary interest of approximately $2.8 million.

Fixed Assets

The cost of Fixed Assets, consisting of furniture and equipment and alterations to premises is charged to operations in the period in which they are incurred.

Unfunded Liability

As at March 31, 2001 the Fund is contingently liable for claims in process, claims which have occurred but have not yet been reported, and the expenses required to settle the claims. Based on an actuarial valuation, the estimated payments in all future years arising from outstanding claim and claim settlement expense liability, add up to $92.2 million. This amount includes a $4.2 million provision for adverse deviation. Once netted against the Fund's $7.2 million balance, and $21.3 million in net receivables, (as per Accounts Receivable, above), this leaves an unfunded liability of $63.7 million.

The portion of the overall $92.2 million expected to be paid out in the 2001-2002 fiscal year is estimated to be approximately $12.1 million.

SUPERINTENDENT'S REPORT ON INSURANCE 2000

SUPERINTENDENT'S REPORT 2000

The following information was obtained from the annual filings and, in the case of federally registered insurers, from the Office of the Superintendent of Financial Institutions. While every effort has been made to ensure the accuracy of this report, decisions should not be made solely on the information contained in it. Other sources should also be consulted. Any material changes to this information will be reported to the Minister of Finance and published in **The Ontario Gazette**.

The information is organized by type of insurer, and insurers are listed alphabetically within each group.

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Reciprocal or Interinsurance Exchanges 104
Fraternal Societies 106
Financial Summary Notes 110

The Honourable James M. Flaherty
Minister of Finance
7 Queen's Park Crescent
Toronto, ON M7A 2H6

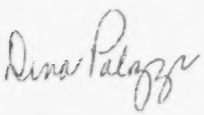
Dear Minister:

I am pleased to present the 122nd annual report under Section 36 of the *Insurance Act* for the year ended December 31, 2000. Prior to the creation of the Financial Services Commission of Ontario, this report was issued by the Superintendent of Insurance.

In addition to the information contained in this report, a listing of all licensed insurers is published each July in **The Ontario Gazette**. This list contains the names of the insurers, their addresses, telephone numbers and chief agents, and the classes for which they are licensed. During the year, information concerning newly licensed insurers and changes to existing licences is also published in the Financial Services Commission of Ontario Bulletins. Any broker or member of the public can verify whether a particular insurer is licensed by calling our offices at (416) 250-7250, extension 5500. This information is also available on the Commission's Internet site – **www.fsco.gov.on.ca.**

News releases containing other information of public interest are issued throughout the year. These announcements can effectively reach a large number of Ontario residents. Information is also supplied to industry trade associations for inclusion in their publications to reach more specialized audiences. Financial Services Commission of Ontario Bulletins are issued as required to provide information to insurers and other individuals interested in the insurance industry.

Yours sincerely,



Dina Palozzi
Superintendent of Financial Services

SUMMARY FINANCIAL INFORMATION

SUMMARY OF COMPANIES LICENCED BY TYPE OF BUSINESS ACTIVITY

as at December 31, 2000, and December 31, 1999

					Analysis of 2000 total		
Business Type	**Total 1999**	**Additions**	**Withdrawals**	**Total 2000**	**Ontario**	**Extra Provincial**	**Federal**
Property & Casualty Companies	233	5	7	231	69	9	153
Life Insurance Companies	113	3	6	110	5	12	93
Reinsurance Companies	50	0	3	47	2	1	44
Reciprocal Exchanges	9	0	0	9	8	0	1
Fraternal Societies	28	0	0	28	3	0	25
Totals	433	8	16	425	87	22	316

Notes:

1 Companies writing both property & casualty and life business are listed under Life in the above summary. Their financial performance is shown separately by business type in the following report.

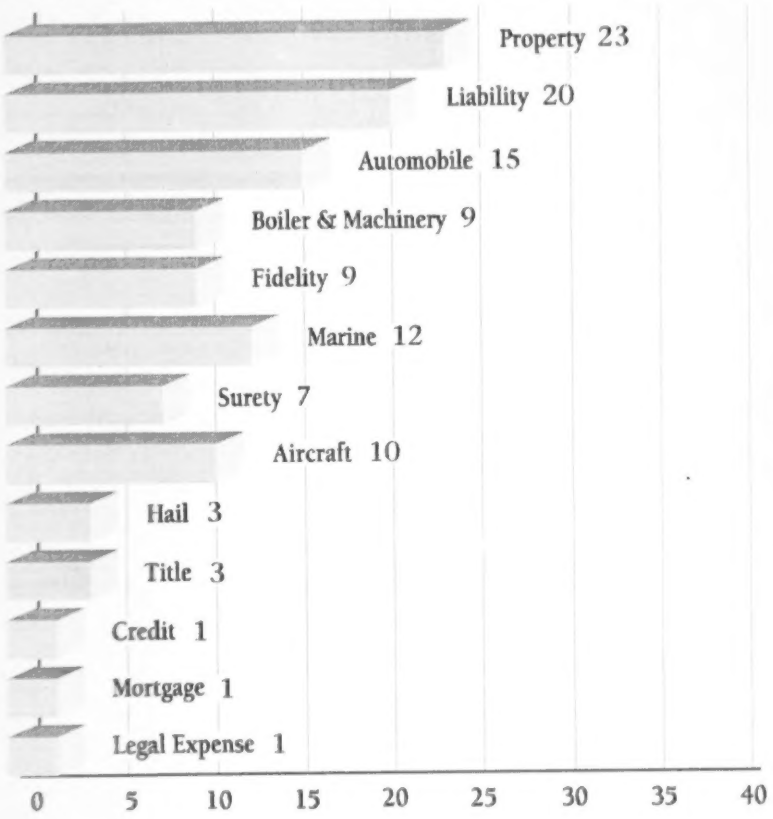
2 Branch operations are included in the Federal totals.

3 The Superintendent's Report 2000, records figures as of the end of the calendar year (December 31, 2000). The Financial Services Commission of Ontario Annual Report 2000-2001, records figures as of the end of the fiscal year (March 31, 2001).

To gauge the level of competition, FSCO calculates how many companies or groups of companies represent 80 per cent of the market for key products.

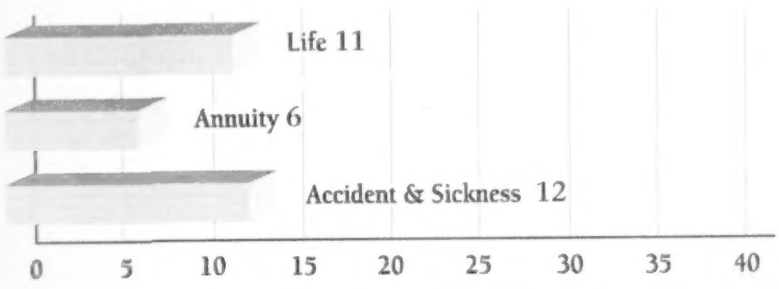
2000 Property and Casualty Insurers

Number of Groups of Affiliated Companies Representing 80% of the Ontario Market Share



2000 Life Insurers

Number of Groups of Affiliated Companies Representing 80% of the Ontario Market Share

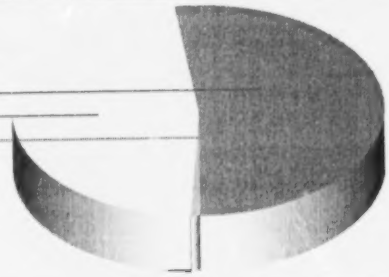


Insurance is a $22 billion business in Ontario. In 2000, of the total premium dollar, 51.1 per cent went to the life insurance industry and 48.0 per cent to property and casualty (including automobile) insurers.

2000 Direct Premium Volume in Ontario

Total $21,999 (millions) in Ontario

Life Insurance Companies	11,247	(51.1%)
Property & Casualty Insurers	10,550	(48.0%)
Others	202	(0.9%)



P&C insurers received $10.6 billion in premiums in 2000. The split among automobile, property and liability insurance was also unchanged, year over year.

2000 Property and Casualty Companies - Direct Premiums Written in Ontario - By Line of Business

Total Premiums Written 10,550 (millions)

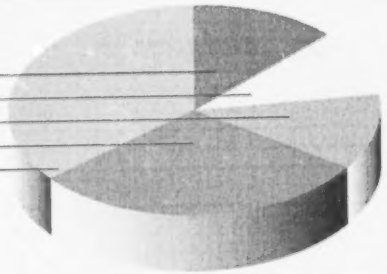
Property	2,510	(23.8%)
Others	940	(8.9%)
Liability	1,098	(10.4%)
Automobile	6,002	(56.9%)

The broad pattern among life insurance companies likewise remained constant. Of the $11 billion spent on premiums to the life insurers, 19.3 per cent went to buy annuities, 42.7 per cent to purchase individual and group life coverage and 38.0 per cent to obtain accident and sickness insurance.

2000 Life Companies - Direct Premiums Written in Ontario

Total Premiums Written 11,247 (millions)

Life - Group	1,377	(12.2%)
Annuity - Group	988	(8.8%)
Annuity - Individual	1,178	(10.5%)
Life - Individual	3,427	(30.5%)
Accident & Sickness	4,277	(38.0%)



PROPERTY AND CASUALTY COMPANIES

FINANCIAL SUMMARY

year ended December 31, 2000 (in thousands)

Note		ONTARIO BUSINESS Direct premiums written $	Direct claims incurred $
	ONTARIO		
	Algoma Mutual Insurance Company	4,449	2,903
	Amherst Island Mutual Fire Insurance Company	223	21
	Ayr Farmers' Mutual Insurance Company	7,056	5,134
	Bay of Quinte Mutual Insurance Co.	8,685	6,853
	Bertie and Clinton Mutual Insurance Company	4,100	3,777
	Blanshard Mutual Insurance Company	1,732	1,009
	Brant Mutual Insurance Company	2,478	1,844
	CAA Insurance Company (Ontario)	70,410	47,305
	Canadian Millers' Mutual Insurance Company	4,253	2,025
	Caradoc Delaware Mutual Fire Insurance Company	777	498
	Cayuga Mutual Fire Insurance Company	1,971	839
	Coachman Insurance Company	29,626	22,018
	Commerce and Industry Insurance Company of Canada	28,113	41,972
	Coronation Insurance Company, Limited	0	-96
	Culross Mutual Insurance Company	1,835	2,182
	Downie Mutual Insurance Company, The	2,704	2,169
	Dufferin Mutual Insurance Company	4,769	2,886
	Dumfries Mutual Insurance Company	5,513	2,595
1	East Williams Mutual Fire Insurance Company	1,037	448
2	Ekfrid Mutual Insurance Company	688	556
	Elma Mutual Insurance Company	6,659	5,080
	Erie Mutual Fire Insurance Company	2,722	1,887
	Farmers' Mutual Fire Insurance Company (Lindsay)	35,121	25,580
	Formosa Mutual Insurance Company	13,750	12,707
	Gerling Canada Insurance Company	56,264	19,814
	Germania Farmers' Mutual Fire Insurance Company	3,077	2,276
	Glengarry Farmers' Mutual Fire Insurance Company	3,048	1,104
	Grenville Mutual Insurance Company	5,799	3,723
	Grey & Bruce Mutual Insurance Company	984	580
	Halwell Mutual Insurance Company	6,237	4,019

TOTAL COMPANY

Total assets $	Total liabilities $	Excess of assets over liabilities $	Claims incurred to earned premium %	Net income/ (loss) $
8,126	5,063	3,063	70	278
917	180	737	17	136
21,132	8,553	12,579	83	332
17,673	7,797	9,876	79	-262
23,324	7,187	16,137	73	869
6,064	1,969	4,095	77	-16
8,981	2,430	6,551	62	192
168,679	121,875	46,804	68	4,851
11,180	7,925	3,255	60	249
7,052	1,106	5,946	64	248
11,573	2,104	9,469	48	559
68,583	56,787	11,796	91	-2,917
481,342	433,089	48,253	87	10,461
6,675	2,978	3,697	n.a.	192
3,300	2,160	1,140	95	-298
9,601	3,180	6,421	89	-277
12,150	6,170	5,980	51	332
19,210	5,530	13,680	56	1,320
6,618	758	5,860	57	313
5,246	582	4,664	73	182
13,026	7,182	5,844	87	-756
15,437	2,617	12,820	78	604
91,884	57,782	34,102	78	1,269
31,225	21,738	9,487	83	-572
362,935	298,725	64,210	67	6,567
10,460	2,994	7,466	71	-192
8,195	1,905	6,290	38	933
36,773	9,538	27,235	68	1,497
4,249	674	3,575	75	-55
15,424	5,194	10,230	71	91

PROPERTY AND CASUALTY COMPANIES

FINANCIAL SUMMARY

year ended December 31, 2000 (in thousands)

Note		ONTARIO BUSINESS Direct premiums written $	ONTARIO BUSINESS Direct claims incurred $
	ONTARIO cont.		
	Hamilton Township Farmers' Mutual Fire Insurance Company, The	10,475	6,302
	Hay Mutual Insurance Company	4,242	2,977
	Heritage General Insurance Company	10,159	1,866
	Howard Mutual Fire Insurance Company	4,301	2,946
	Howick Mutual Insurance Company	5,755	7,105
	Kent & Essex Mutual Insurance Company	5,763	3,381
	Kingsway General Insurance Company	101,675	68,768
	Lambton Mutual Insurance Company	7,629	4,821
	Lanark Mutual Insurance Company	10,503	8,107
	Lawyers' Professional Indemnity Company	66,736	63,189
	Lennox and Addington Mutual Fire Insurance Company, The	2,194	1,798
3	Lobo Mutual Insurance Company	574	433
	Loyalist Insurance Company, The	7,285	6,219
	Markham General Insurance Company	19,447	4,697
	McKillop Mutual Insurance Company	2,787	3,529
	Middlesex Mutual Insurance Co.	4,276	3,573
	Norfolk Mutual Insurance Company	3,131	2,519
	North Blenheim Mutual Insurance Company	4,154	2,508
	North Kent Mutual Fire Insurance Company	2,728	1,925
4	Optimum Frontier Insurance Company	51,229	39,779
	Oxford Mutual Insurance Company	5,840	6,420
	Pembridge Insurance Company	65,396	11,249
	Peel and Maryborough Mutual Insurance Company	6,445	3,988
	Peel Mutual Insurance Company	13,533	8,448
	Pilot Insurance Company	360,205	242,023
	Premier Insurance Company	25	0
	Prescott Mutual Insurance Company	584	307
	Scottish & York Insurance Co. Limited	105,321	89,194
5	Sherway Insurance Company Limited	0	0
	South Easthope Mutual Insurance Company	6,328	7,486

TOTAL COMPANY

Total assets $	Total liabilities $	Excess of assets over liabilities $	Claims incurred to earned premium %	Net income/ (loss) $
20,185	10,684	9,501	67	609
22,047	4,685	17,362	86	634
19,278	9,075	10,203	55	1,585
24,886	5,518	19,368	65	846
15,055	7,628	7,427	95	-211
27,697	6,780	20,917	64	899
291,570	261,535	30,035	86	66
31,981	10,977	21,004	67	714
33,221	10,061	23,160	74	1,007
394,390	330,783	63,607	118	3,919
6,060	2,054	4,006	70	24
3,085	442	2,643	63	86
17,109	10,686	6,423	65	258
35,803	24,987	10,816	79	-6,793
9,451	4,030	5,421	99	-117
17,189	5,135	12,054	85	299
7,550	4,004	3,546	73	-103
13,135	3,589	9,546	72	566
17,253	2,558	14,695	76	179
121,132	107,612	13,520	68	-104
15,851	9,790	6,061	100	-996
382,150	281,081	101,069	72	8,580
13,666	4,964	8,702	54	953
35,291	19,357	15,934	73	396
994,184	671,950	322,234	68	57,843
3,633	623	3,010	0	2
914	425	489	44	8
374,963	334,639	40,324	97	-13,714
0	0	0	n.a.	0
21,246	9,298	11,948	90	189

PROPERTY AND CASUALTY COMPANIES

FINANCIAL SUMMARY

year ended December 31, 2000 (in thousands)

Note		ONTARIO BUSINESS Direct premiums written $	Direct claims incurred $
	ONTARIO cont.		
	Townsend Farmers' Mutual Fire Insurance Company	2,227	1,652
	TTC Insurance Company Limited	0	0
	Usborne and Hibbert Mutual Fire Insurance Company	3,550	2,974
	Wabisa Mutual Insurance Company	3,262	1,752
6	West Elgin Mutual Insurance Company	8,470	6,334
	West Wawanosh Mutual Insurance Company, The	13,997	11,174
	Westminster Mutual Insurance Company, The	4,338	3,290
	Yarmouth Mutual Fire Insurance Company, The	1,499	1,387
	York Fire & Casualty Insurance Company	48,435	33,603
		1,288,578	891,451
	EXTRA PROVINCIAL		
	Alberta Motor Association Insurance Company's	0	0
	AXA Assurance Inc.	0	-236
7	Belair Insurance Company Inc.	124,307	124,499
	Canadian Union Insurance Company, The	392	-724
	Canassurance, Compagnie d'Assurances Generales Inc.	65	-132
	ING Western Union Insurance Company	242	97
8	La Mutuelle d'Eglise de l'Inter-Ouest	29	0
	La Sécurité, assurances générales inc.	11	11
	SGI CANADA Insurance Services Ltd.	210	200
	Trans Global Insurance Company	3,181	366
		128,437	124,081
	FEDERAL		
	Allianz Insurance Company of Canada	236,177	198,216
	Allstate Insurance Company of Canada	306,452	258,294
	Alta Surety Company	4	165
	AXA Insurance (Canada)	189,816	144,061
	AXA Pacific Insurance Company	13,662	15,074
	Boiler Inspection and Insurance Company of Canada, The	12,064	14,487

TOTAL COMPANY

Total assets $	Total liabilities $	Excess of assets over liabilities $	Claims incurred to earned premium %	Net income/ (loss) $
8,851	3,641	5,210	60	349
27,914	27,814	100	n.a.	0
23,848	4,435	19,413	96	620
9,247	5,298	3,949	62	218
19,704	10,263	9,441	81	312
29,508	18,919	10,589	88	-318
7,857	5,795	2,062	86	-470
9,467	1,324	8,143	83	4
156,252	133,702	22,550	66	2,319
4,749,657	**3,451,913**	**1,297,744**		**86,788**
265,173	184,850	80,323	84	8,649
901,255	615,952	285,303	65	31,463
520,876	424,163	96,713	75	7,415
157,977	120,733	37,244	66	2,985
7,600	1,780	5,820	19	365
603,397	495,177	108,220	75	14,775
3,928	182	3,746	10	301
138,968	96,904	42,064	71	8,552
18,284	8,581	9,703	79	-747
10,692	4,201	6,491	12	3,278
2,628,150	**1,952,523**	**675,627**		**77,036**
1,261,706	1,013,444	248,262	79	-3,493
1,135,255	853,060	282,195	83	12,129
732	512	220	275	-54
534,951	434,134	100,817	80	2,193
450,840	349,629	101,211	69	6,356
119,948	73,954	45,994	31	9,489

PROPERTY AND CASUALTY COMPANIES

FINANCIAL SUMMARY

year ended December 31, 2000 (in thousands)

Note		ONTARIO BUSINESS Direct premiums written $	Direct claims incurred $
	FEDERAL cont.		
	Canada Life Casualty Insurance Company	79,849	45,754
	CGU Insurance Company of Canada	467,232	390,815
	Chieftain Insurance Company	1,590	1,217
	Chubb Insurance Company of Canada	176,294	146,729
	CIGNA Insurance Company of Canada	49,669	23,130
	Citadel General Assurance Company, The	99,631	89,501
	Commerce Group Insurance Company, The	0	0
	Commonwealth Insurance Company	8,610	5,619
	Constitution Insurance Company of Canada	0	-513
	Co-Operators General Insurance Company	529,747	348,687
	Coseco Insurance Company	100,793	101,123
	CUMIS General Insurance Company	14,897	9,979
	Dominion of Canada General Insurance Company, The	433,192	328,832
	Echelon General Insurance Company	17,953	19,149
	Economical Mutual Insurance Company	479,044	409,069
	Elite Insurance Company	31,294	12,222
	Everest Insurance Company of Canada	704	361
	Federated Insurance Company of Canada	24,005	21,865
	Federation Insurance Company of Canada	80,172	38,292
	First North American Insurance Company	4,955	1,622
	Foresters Indemnity Company	0	0
9	Galt Insurance Company	0	0
	GE Capital Casualty Company, Canada	0	0
	GE Capital Mortgage Insurance Company (Canada)	86,729	8,073
	Gold Circle Insurance Company	0	0
	Gore Mutual Insurance Company	84,128	64,680
	Grain Insurance and Guarantee Company	3,742	781
	Granite Insurance Company	0	132
	Guarantee Company of North America, The	103,300	60,686
	Halifax Insurance Company, The	462,365	372,836
	Hartford Insurance Company of Canada	28,990	17,706

TOTAL COMPANY

Total assets $	Total liabilities $	Excess of assets over liabilities $	Claims incurred to earned premium %	Net income/ (loss) $
269,488	222,132	47,356	72	9,255
3,110,871	2,484,920	625,951	75	66,743
11,504	1,374	10,130	85	-1,291
852,645	646,697	205,948	64	20,401
435,038	361,832	73,206	76	10,878
495,677	374,384	121,293	88	94
1,081,936	849,309	232,627	75	19,536
565,518	455,756	109,762	96	4,195
5,805	2,972	2,833	n.a.	96
2,403,026	1,772,227	630,799	80	21,342
299,393	265,695	33,698	81	2,043
66,352	50,237	16,115	69	1,077
1,350,233	1,006,187	344,046	77	33,965
104,316	86,684	17,632	120	309
1,986,880	1,335,352	651,528	83	19,643
166,785	123,552	43,233	71	2,413
51,292	5,617	45,675	75	2,352
145,255	114,937	30,318	79	1,219
296,871	251,605	45,266	80	-845
24,530	9,387	15,143	19	521
3,187	835	2,352	n.a.	-1,292
0	0	0	n.a.	0
12,899	702	12,197	n.a.	467
771,843	458,557	313,286	28	33,015
4,026	41	3,985	n.a.	439
250,211	163,329	86,882	78	2,126
38,915	25,347	13,568	54	1,108
6,410	3,686	2,724	n.a.	-174
629,684	289,772	339,912	67	26,270
1,088,609	912,083	176,526	75	20,032
83,880	67,737	16,143	45	2,892

PROPERTY AND CASUALTY COMPANIES

FINANCIAL SUMMARY

year ended December 31, 2000 (in thousands)

Note		ONTARIO BUSINESS Direct premiums written $	Direct claims incurred $
	FEDERAL cont.		
	ING Novex Insurance Company of Canada	16,037	11,776
10	ING Wellington Insurance Company	77,075	49,522
	Jevco Insurance Company	5,888	4,473
11	Langdon Insurance Company	0	0
	Legacy General Insurance Company	3,243	350
	Liberty Insurance Company of Canada	84,802	70,138
	Lombard General Insurance Company of Canada	137,330	96,216
	Lombard Insurance Company	101,856	66,733
	London and Midland General Insurance Company	28,193	6,477
	London Guarantee Insurance Company	57,521	16,350
	Markel Insurance Company of Canada	44,683	31,831
	Missisquoi Insurance Company, The	-1,603	17,413
	Mortgage Insurance Company of Canada, The	3	-1,331
	Nordic Insurance Company of Canada, The	-296	2,568
	North Waterloo Farmers Mutual Insurance Company, The	20,028	13,654
	Northern Indemnity, Inc.	7,136	870
	Old Republic Insurance Company of Canada	28,784	26,711
	Peopleplus Insurance Company	32,213	18,541
12	Personal Direct Insurance, The	135,043	130,092
	Personal Insurance Company of Canada, The	141,127	98,524
	Perth Insurance Company	21,008	13,964
	Portage La Prairie Mutual Insurance Company, The	6,303	3,308
	Progressive Casualty Insurance Company of Canada	0	0
	Quebec Assurance Company	2	0
	RBC General Insurance Company	38,878	21,223
13	RBC Travel Insurance Company	77,887	26,908
	Royal Insurance Company of Canada	584,828	470,497
	Scotia General Insurance Company	3,726	3,138
	Security National Insurance Company	163,927	108,692
	Sovereign General Insurance Company, The	29,924	18,688
14	TD Direct Insurance Inc.	0	0

TOTAL COMPANY

Total assets $	Total liabilities $	Excess of assets over liabilities $	Claims incurred to earned premium %	Net income/ (loss) $
93,756	77,865	15,891	75	186
505,199	393,607	111,592	75	22,267
147,010	114,626	32,384	66	5,098
0	0	0	n.a.	0
21,545	1,993	19,552	13	2,288
295,032	232,000	63,032	90	-620
726,531	577,763	148,768	75	8,278
357,849	281,084	76,765	60	9,688
147,721	103,624	44,097	36	12,085
252,792	201,985	50,807	18	12,673
235,709	190,217	45,492	80	1,098
205,212	162,173	43,039	69	1,655
384,139	49,615	334,524	-6	16,223
1,008,014	782,966	225,048	75	34,587
43,327	23,608	19,719	64	851
73,647	24,053	49,594	14	4,895
89,107	72,270	16,837	92	811
645,716	488,234	157,482	83	-3,594
286,985	203,386	83,599	81	-15,649
471,314	349,186	122,128	83	-1,073
65,259	45,941	19,318	72	2,729
132,498	85,946	46,552	67	4,404
17,615	817	16,798	n.a.	-80
403,754	318,752	85,002	77	11,068
148,146	44,760	103,386	88	-11,979
138,712	76,468	62,244	36	8,810
2,963,591	2,391,724	571,867	77	71,533
186,789	6,698	180,091	68	5,508
664,067	585,272	78,795	71	4,934
252,157	204,771	47,386	63	877
11,398	66	11,332	n.a.	251

PROPERTY AND CASUALTY COMPANIES

FINANCIAL SUMMARY

year ended December 31, 2000 (in thousands)

Note		ONTARIO BUSINESS Direct premiums written $	Direct claims incurred $
	FEDERAL cont.		
15	ID General Insurance Company	29,802	29,018
	Temple Insurance Company	22,287	6,576
	Traders General Insurance Company	198,315	175,538
	Trafalgar Insurance Company of Canada	97,243	75,977
16	Transit Insurance Company	0	0
	Travelers Casualty & Surety Company of Canada	12,521	4,713
	Unifund Assurance Company	88,780	53,374
	Waterloo Insurance Company	21,042	17,833
	Wawanesa Mutual Insurance Company, The	207,220	182,898
	Western Assurance Company	54,888	29,214
	Western Surety Company	528	-606
	Zenith Insurance Company	17,614	13,033
		6,722,855	5,085,538
	BRANCH		
	Aegon Insurance Company (U.K.) Limited	0	-90
	Affiliated FM Insurance Company	4,219	1,162
	Allendale Mutual Insurance Company	33,980	9,073
	Allstate Insurance Company	0	0
	American Bankers Insurance Company of Florida	43,731	6,720
	American Credit Indemnity Company	11,065	2,809
	American Home Assurance Company	149,843	79,815
	American National Fire Insurance Company	791	420
	American Re-Insurance Company	878	244
	American Road Insurance Company, The	3,549	2,059
	Avemco Insurance Company	1,159	335
	Aviation & General Insurance Company Limited	0	-157
	Balboa Insurance Company	0	0
	British Aviation Insurance Company Limited, The	1,597	-317
	Centennial Insurance Company	554	401
	Chicago Title Insurance Company	662	345

TOTAL COMPANY

Total assets $	Total liabilities $	Excess of assets over liabilities $	Claims incurred to earned premium %	Net income/ (loss) $
88,699	67,549	21,150	84	909
279,270	152,900	126,370	64	7,394
741,048	582,018	159,030	91	-24,380
225,491	197,629	27,862	79	-1,252
0	0	0	n.a.	0
89,289	49,285	40,004	27	5,043
272,459	199,390	73,069	66	14,697
68,805	37,796	31,009	87	655
2,459,704	1,364,492	1,095,212	86	73,366
134,188	118,153	16,035	77	386
17,882	9,887	7,995	-2	938
61,214	37,884	23,330	78	1,365
35,529,151	**25,976,131**	**9,553,020**		**614,372**
4,434	2,385	2,049	n.a.	189
43,115	25,669	17,446	32	4,082
293,078	129,021	164,057	62	20,824
22,539	3,258	19,281	11	2,982
127,622	68,138	59,484	15	4,652
61,566	34,329	27,237	36	4,697
1,379,371	1,026,891	352,480	88	61,608
7,014	5,284	1,730	49	139
351,550	160,895	190,655	92	9,590
37,240	1,261	35,979	80	2,096
14,097	6,474	7,623	26	1,120
3,696	1,285	2,411	n.a.	142
29,970	101	29,869	n.a.	1,374
27,183	17,011	10,172	72	722
8,554	5,103	3,451	112	-412
3,324	1,047	2,277	6	-164

PROPERTY AND CASUALTY COMPANIES

FINANCIAL SUMMARY

year ended December 31, 2000 (in thousands)

Note		ONTARIO BUSINESS Direct premiums written $	Direct claims incurred $
	BRANCH cont.		
	Chrysler Insurance Company	2,284	2,429
	Commercial Union Assurance Company PLC	5,375	1,684
	Continental Casualty Company	17,212	16,865
	Continental Insurance Company, The	27,348	23,521
	Eagle Star Insurance Company Limited	1,321	1,067
	Ecclesiastical Insurance Office Public Limited Company	22,266	18,115
	Employers Insurance of Wausau, A Mutual Company	1,769	734
	Employers Reinsurance Corporation	13,976	4,022
	Federal Insurance Company	2,105	1,550
	First American Title Insurance Company	16,653	1,235
	First National Insurance Company of America	0	105
	General Insurance Company of America	0	5
	General Reinsurance Corporation	0	0
	Great American Insurance Company	8,123	305
	Hanover Insurance Company, The	0	-74
	Hartford Fire Insurance Company, The	6,293	-9,610
	Home Insurance Company, The	0	-903
	ICAROM Public Limited Company	0	-21
	Lawyers Title Insurance Corporation	974	616
	Liberty Mutual Fire Insurance Company	1,360	4,093
	Liberty Mutual Insurance Company	433,928	378,211
	Lloyd's Underwriters	213,863	86,416
	Lumbermens Mutual Casualty Company	89,194	63,526
	Maritime Insurance Company Limited	8,198	4,580
	Maryland Casualty Company	0	225
	Mitsui Marine and Fire Insurance Company, Limited	1,589	703
	Motors Insurance Corporation	119,006	63,575
	NAC Reinsurance Corporation	340	754
	New Hampshire Insurance Company	930	608
	Niagara Fire Insurance Company	0	0
	Nippon Fire & Marine Insurance Company, Limited, The	258	40

TOTAL COMPANY

Total assets	Total liabilities	Excess of assets over liabilities	Claims incurred to earned premium	Net income/ (loss)
$	$	$	%	$
29,585	1,888	27,697	92	1,293
95,915	51,511	44,404	15	7,919
160,788	118,739	42,049	128	-8,604
266,777	146,881	119,896	74	949
34,461	17,399	17,062	54	1,743
109,941	75,069	34,872	71	2,181
98,090	20,515	77,575	87	5,319
567,451	312,922	254,529	66	19,007
19,065	6,355	12,710	68	913
14,733	4,471	10,262	7	1,374
3,550	806	2,744	n.a.	157
19,676	3,983	15,693	n.a.	1,322
442,337	326,939	115,398	86	1,894
44,892	25,280	19,612	49	1,329
4,946	142	4,804	n.a.	209
247,928	114,174	133,754	63	17,013
56,640	17,963	38,677	n.a.	2,975
4,415	1,088	3,327	n.a.	135
2,528	1,111	1,417	42	-419
79,457	18,233	61,224	268	3,544
1,200,617	698,955	501,662	84	30,839
1,386,719	1,166,356	220,363	67	-35,413
299,493	117,961	181,532	70	6,888
26,373	17,078	9,295	61	342
4,135	1,114	3,021	n.a.	268
16,403	9,237	7,166	81	599
334,805	231,060	103,745	80	10,428
54,509	32,368	22,141	60	2,991
104,134	59,066	45,068	31	6,960
152,004	90,879	61,125	106	-9,890
28,120	6,425	21,695	-26	3,512

PROPERTY AND CASUALTY COMPANIES

FINANCIAL SUMMARY

ONTARIO BUSINESS

year ended December 31, 2000 (in thousands)

Note		Direct premiums written $	Direct claims incurred $
	BRANCH cont.		
	Pearl Assurance Public Limited Company	0	0
	Phoenix Insurance Company, The	0	0
	Progressive Casualty Insurance Company	-294	10,219
	Protective Insurance Company	108	80
	Providence Washington Insurance Company	1,142	621
	Reliance Insurance Company	6,619	18,676
	SAFECO Insurance Company of America	0	-962
	Security Insurance Company of Hartford	5,837	5,232
	Sentry Insurance, A Mutual Company	290	-182
	Skandia Insurance Company Ltd.	0	-137
17	Specialty National Insurance Company	0	-28
	State Farm Fire and Casualty Company	178,547	150,984
	State Farm Mutual Automobile Insurance Company	493,669	447,596
	Stewart Title Guaranty Company	12,249	1,210
	St. Paul Fire and Marine Insurance Company	63,915	72,298
	Sumitomo Marine And Fire Insurance Company, Limited, The	2,501	1,875
	TIG Insurance Company	6,777	9,780
	Tokio Marine and Fire Insurance Company Limited, The	7,867	1,518
	Trade Indemnity PLC	0	-63
	Travelers Indemnity Company, The	-16	-2,635
	UAP - New Rotterdam Insurance Company NV	-3	514
	Underwriters Reinsurance Company	0	0
	Utica Mutual Insurance Company	293	433
	Virginia Surety Company, Inc.	1,120	6,603
	Yasuda Fire and Marine Insurance Company, Limited, The	1,284	-396
	Zurich Insurance Company	381,416	282,507
		2,409,734	1,772,938
	Totals	10,549,604	7,874,008

TOTAL COMPANY

Total assets $	Total liabilities $	Excess of assets over liabilities $	Claims incurred to earned premium %	Net income/ (loss) $
1,714	79	1,635	n.a.	-66
3,489	17	3,472	n.a.	114
117,058	81,270	35,788	179	363
8,118	894	7,224	102	152
14,550	7,864	6,686	64	454
293,602	189,154	104,448	155	-11,270
20,737	6,176	14,561	n.a.	186
109,331	75,363	33,968	90	4,543
17,350	1,869	15,481	-6	1,092
22,853	1,453	21,400	n.a.	1,591
8,833	2,412	6,421	n.a.	224
397,082	259,971	137,111	85	-28,972
1,724,943	1,137,406	587,537	86	14,613
6,530	2,465	4,065	10	1,601
618,585	385,403	233,182	80	6,302
25,207	12,295	12,912	63	869
52,119	34,609	17,510	134	-7,265
42,162	17,004	25,158	32	3,599
3,552	726	2,826	n.a.	153
131,469	68,378	63,091	3	9,155
9,458	4,777	4,681	n.a.	-150
19,968	9,888	10,080	103	209
22,734	3,779	18,955	80	1,043
85,830	31,984	53,846	81	7,064
21,270	3,596	17,674	12	1,647
2,070,860	1,506,881	563,979	86	-10,587
14,174,244	9,029,833	5,144,411		188,082
57,081,202	40,410,400	16,670,802		966,278

LIFE INSURANCE COMPANIES

FINANCIAL SUMMARY

year ended December 31, 2000 (in thousands)

Note		Direct premiums written $	ONTARIO BUSINESS Benefits and payments to policyholders $
	ONTARIO		
	CT Financial Assurance Company	97,446	29,619
	Gerling Global Life Insurance Company	0	0
	Ingle Life & Health Assurance Company	26,493	11,439
	Security Life Insurance Company	0	28,882
	Union du Canada Assurance-vie	1,045	985
		124,984	70,925
	EXTRA PROVINCIAL		
18	Acadia Life	0	0
	Aegis Insurance Corporation	7	0
	Assomption Compagnie d'Assurance-vie	1,583	959
	Assurance Vie Desjardins-Laurentienne Inc.	30,991	55,306
7	AXA Assurance Inc.	488	453
	Canassurance Life Insurance Company Inc.	41,226	34,660
	First Canadian Insurance Corporation	12,655	1,924
	Industrial-Alliance Life Insurance Company	157,312	124,381
19	Laurentian Life and Health Insurance Corporation, The	0	0
	National Bank Life Insurance Company	7,394	2,575
	SSQ, Societe d'Assurance-vie Inc.	4,036	2,986
	Trans Global Life Insurance Company	593	200
		236,285	223,644
	FEDERAL		
	AIG Life Insurance Company of Canada	90,232	37,756
	Allstate Life Insurance Company of Canada	0	-53
	Blue Cross Life Insurance Company of Canada	3,504	4,580
	Canada Life Assurance Company, The	1,128,967	1,214,738
	Canadian Premier Life Insurance Company	37,174	5,781
	Chrysler Life Insurance Company of Canada	0	0
	CIBC Life Insurance Company Limited	44,396	26,530
	CIGNA Life Insurance Company of Canada	27,087	8,625

TOTAL COMPANY

Total assets	Total liabilities	Excess of assets over liabilities	Net profit/ (loss)
$	$	$	$
42,385	26,126	16,259	4,363
74,712	31,696	43,016	1,775
33,711	28,095	5,616	-3,148
266,156	259,160	6,996	9
59,812	49,640	10,172	459
476,776	**394,717**	**82,059**	**3,458**
0	0	0	0
19,091	13,532	5,559	655
401,153	363,391	37,762	3,405
5,353,294	4,610,394	742,900	81,892
200,627	133,322	67,305	4,515
84,921	60,943	23,978	40
83,807	63,347	20,460	2,781
5,586,686	4,506,771	1,079,915	102,006
0	0	0	0
100,336	74,609	25,727	7,236
1,141,641	998,401	143,240	12,121
7,293	600	6,693	786
12,978,849	**10,825,310**	**2,153,539**	**215,437**
407,107	322,961	84,146	1,654
3,238	833	2,405	2,465
100,029	74,326	25,703	1,529
23,095,317	19,957,444	3,137,873	381,471
55,766	8,176	47,590	3,498
6,624	54	6,570	211
49,211	24,971	24,240	11,111
75,024	65,936	9,088	1,346

LIFE INSURANCE COMPANIES

FINANCIAL SUMMARY

year ended December 31, 2000 (in thousands)

Note		ONTARIO BUSINESS	
		Direct premiums written $	Benefits and payments to policyholders $
	FEDERAL cont.		
	Clarica Life Insurance Company	1,326,816	1,672,456
	CNA Life Insurance Company of Canada	12,277	3,711
	Concordia Life Insurance Company	31,055	19,377
	Commercial Union Life Assurance Company of Canada	62,855	37,855
	CompCorp Life Insurance Company	0	0
	Co-Operators Life Insurance Company	174,472	126,633
20	Confederation Life Insurance Company	0	0
	Crown Life Insurance Company	0	0
	CUMIS Life Insurance Company	59,210	34,814
	Empire Life Insurance Company, The	170,325	175,086
	Equitable Life Insurance Company of Canada, The	164,747	146,275
	Federated Life Insurance Company of Canada	6,662	3,626
	Great-West Life Assurance Company, The	1,107,024	1,091,905
	Imperial Life Assurance Company of Canada, The	247,148	332,595
21	Industrial-Alliance Pacific Life Insurance Company	50,475	36,123
	London Life Insurance Company	843,043	1,013,253
	Manufacturers Life Insurance Company, The	1,388,293	1,676,100
	Maritime Life Assurance Company, The	722,482	609,246
	National Life Assurance Company of Canada, The	269,023	244,047
22	NN Life Insurance Company of Canada	0	0
	Norwich Union Life Insurance Company (Canada)	54,435	58,131
	Penncorp Life Insurance Company	16,375	4,787
	Primerica Life Insurance Company of Canada	57,188	13,105
	RBC Life Insurance Company	137,381	63,957
	Reliable Life Insurance Company	24,086	12,248
	Royal & Sun Alliance Life Insurance Company of Canada	87,595	103,047
	Scotia Life Insurance Company	4,567	822
	Standard Life Assurance Company of Canada, The	4,917	2,123
	Sun Life Assurance Company of Canada	1,069,237	1,267,688
	Toronto Dominion Life Insurance Company	4,791	892
	Toronto Mutual Life Insurance Company	12,375	7,942

TOTAL COMPANY

Total assets	Total liabilities	Excess of assets over liabilities	Net profit/ (loss)
$	$	$	$
26,677,004	23,812,534	2,864,470	339,091
32,622	-3,876	36,498	2,371
679,406	607,283	72,123	6,519
1,099,965	1,000,058	99,907	8,112
10,453	32	10,421	-44
1,511,513	1,279,912	231,601	27,963
0	0	0	0
1,276,885	773,750	503,135	30,130
464,019	402,100	61,919	7,710
1,797,619	1,431,502	366,117	34,431
781,441	677,934	103,507	15,032
46,845	34,788	12,057	1,625
10,565,059	8,014,118	2,550,941	717,778
3,217,198	2,871,762	345,436	-4,042
1,691,869	1,485,078	206,791	22,911
17,474,102	16,090,483	1,383,619	159,049
29,563,638	22,375,046	7,188,592	1,082,424
6,845,208	6,051,588	793,620	90,754
1,773,350	1,525,301	248,049	30,896
0	0	0	0
517,886	420,911	96,975	17,732
65,270	34,849	30,421	-1,773
213,444	-9,246	222,690	53,568
1,209,333	994,552	214,781	19,394
46,420	32,553	13,867	906
999,944	851,346	148,598	17,610
31,943	-3,540	35,483	3,664
112,854	105,716	7,138	122
33,773,034	27,248,268	6,524,766	807,712
21,181	815	20,366	486
132,855	110,430	22,425	1,860

LIFE INSURANCE COMPANIES

FINANCIAL SUMMARY

year ended December 31, 2000 (in thousands)

Note		Direct premiums written $	ONTARIO BUSINESS Benefits and payments to policyholders $
	FEDERAL cont.		
23	Transamerica Life Canada	250,362	245,824
	Wawanesa Life Insurance Company, The	10,809	7,883
	Western Life Assurance Company, The	2,503	802
	Zurich Life Insurance Company of Canada	76,564	69,973
		9,780,452	10,380,283
	BRANCH		
	Aetna Life Insurance Company	2,878	2,690
	AMEX Assurance Company	794	200
	Allianz Life Insurance Company of North America	66,901	29,295
	Allstate Life Insurance Company	0	-203
	American Bankers Life Assurance Company of Florida	48,276	9,534
	American Income Life Insurance Company	7,036	1,072
	Associates Financial Life Insurance Company	6,153	2,165
	Balboa Life Insurance Company	3,922	741
	Bankers Life and Casualty Company	1,606	1,285
	Combined Insurance Company of America	30,304	11,315
33	Commercial Travelers Mutual Insurance Company	0	0
	Connecticut General Life Insurance Company	9,277	6,948
36	Continental Assurance Company	0	0
	Cuna Mutual Insurance Society	399	758
	Equitable Life Assurance Society of The United States, The	74	440
	First Allmerica Financial Life Insurance Company	32	-230
	Ford Life Insurance Company	0	0
	Forethought Life Insurance Company	26,783	4,243
	General American Life Insurance Company	344	124
	Hartford Life Insurance Company	32	693
	Household Life Insurance Company	5,877	1,551
	John Alden Life Insurance Company	0	13
	John Hancock Life Insurance Company	825	1,745
	J.C. Penney Life Insurance Company	58	37

TOTAL COMPANY

Total assets	Total liabilities	Excess of assets over liabilities	Net profit/ (loss)
$	$	$	$
2,887,850	2,253,121	634,729	39,930
316,634	271,169	45,465	3,316
31,177	21,115	10,062	12
847,490	717,643	129,847	7,000
170,507,827	141,933,796	28,574,031	3,947,534
47,456	23,691	23,765	1,451
6,059	294	5,765	652
224,958	154,199	70,759	-9,934
2,749	274	2,475	266
127,716	74,982	52,734	3,623
58,846	7,305	51,541	8,791
70,339	41,290	29,049	3,518
32,039	228	31,811	2,064
4,748	378	4,370	236
390,392	212,740	177,652	13,846
0	0	0	0
61,306	45,174	16,132	-315
0	0	0	0
30,948	16,743	14,205	560
27,472	16,385	11,087	1,652
4,022	3,025	997	458
4,249	0	4,249	0
85,393	77,844	7,549	-1,872
769,916	379,118	390,798	113,772
20,817	20,588	229	-3,382
49,069	7,550	41,519	5,506
2,315	1,306	1,009	-77
11,907	5,716	6,191	196
24,464	1,696	22,768	1,340

LIFE INSURANCE COMPANIES

FINANCIAL SUMMARY

year ended December 31, 2000 (in thousands)

Note		Direct premiums written $	ONTARIO BUSINESS Benefits and payments to policyholders $
	BRANCH cont.		
	Liberty Life Assurance Company of Boston	41,225	5,128
	Life Insurance Company of North America	1,568	2,122
	Life Investors Insurance Company of America	4,459	1,994
	Lincoln Heritage Life Insurance Company o/a Superior Life Ins. Co.	329	81
	Lincoln National Life Insurance Company, The	0	0
	Massachusetts Mutual Life Insurance Company	38	309
	Metropolitan Life Insurance Company	2,996	5,793
	MIC Life Insurance Corporation	0	0
	Minnesota Life Insurance Company	368	638
	Mutual of Omaha Insurance Company	0	0
	National Fidelity Life Insurance Company	362	80
	New York Life Insurance Company	16,942	14,340
37	Paul Revere Life Insurance Company, The	0	0
	Pennsylvania Life Insurance Company	3,368	5,031
	Phoenix Home Life Mutual Insurance Company	0	36
	Pierce National Life Insurance Company	9,168	3,231
	Principal Life Insurance Company	223	453
	Provident Life and Accident Insurance Company	182,103	155,460
	Prudential Insurance Company of America, The	12,205	17,923
24	Reassure America Life Insurance Company	12	113
	Standard Life Assurance Company, The	541,864	760,591
	State Farm Life Insurance Company	55,944	44,083
	Travelers Insurance Company, The	0	328
	Union Fidelity Life Insurance Company	0	0
	United American Insurance Company	578	615
38	UNUM Life Insurance Company of America	0	0
		1,085,323	1,092,774
	TOTALS	11,247,044	11,767,626

			TOTAL COMPANY
Total assets	Total liabilities	Excess of assets over liabilities	Net profit/ (loss)
$	$	$	$
53,883	38,633	15,250	1,304
38,223	18,481	19,742	1,942
148,276	84,661	63,615	9,320
9,563	437	9,126	322
371,246	174,470	196,776	-25,628
13,322	5,165	8,157	669
1,585,441	612,640	972,801	53,366
3,694	258	3,436	723
3,097	125	2,972	-38
1,315	144	1,171	180
5,326	2,494	2,832	-226
196,223	80,234	115,989	4,971
0	0	0	0
158,176	103,955	54,221	2,441
2,237	878	1,359	15
167,083	140,451	26,632	2,394
10,025	7,065	2,960	337
1,700,523	1,280,425	420,098	47,817
478,821	336,874	141,947	18,572
11,921	5,940	5,981	231
11,471,921	10,633,880	838,041	50,166
650,056	516,877	133,179	3,760
29,314	12,455	16,859	-66
6,033	5	6,028	106
19,524	6,069	13,455	871
0	0	0	0
19,192,423	**15,153,142**	**4,039,281**	**315,900**
203,135,873	**168,306,965**	**34,848,910**	**4,482,329**

REINSURANCE COMPANIES

FINANCIAL SUMMARY

year ended December 31, 2000 (in thousands)

This table lists only those companies which are licensed solely for the business of reinsurance.

Note		Premiums assumed	ONTARIO BUSINESS Net losses incurred
		$	$
	ONTARIO		
	Farm Mutual Reinsurance Plan Inc.	47,934	42,771
	Gerling Global Reinsurance Company	37,428	11,839
		85,362	54,610
	EXTRA PROVINCIAL		
	Optimum Reassurance Inc.	31,370	1,458
	FEDERAL		
	Anglo Canada General Insurance Company	49,964	38,620
	Munich Reinsurance Company of Canada	127,923	26,474
	Odyssey Reinsurance Company of Canada	-5,567	0
	RGA Life Reinsurance Company of Canada	121,576	10,953
	SCOR Canada Reinsurance Company	55,769	33,963
25	Suecia Reinsurance Company of Canada	-17	314
	Swiss Re Life & Health Canada	188,010	52,554
	Swiss Reinsurance Company Canada	114,895	36,165
		652,553	199,043
	BRANCH		
26	AXA Corporate Solutions	57,914	40,681
	Caisse Central de Reassurance	212	861
	Cologne Reinsurance Company	187	-65
	Employers Reassurance Corporation	9,880	8,588
	ERC Frankona Ruckversicherungs-Aktien-Gesellschaft	14,204	11,680
	Everest Reinsurance Company	42,607	38,808
	Folksamerica Reinsurance Company	14,959	15,098
	GE Reinsurance Company	8,415	3,944
27	General & Cologne Life Re of America	0	0
	Hannover Ruckversicherungs-Aktiengesellschaft	39,291	22,254
	Insurance Corporation of New York, The	118	-401
	Le Mans Re	13,489	12,627

			TOTAL COMPANY	
Total assets	Total liabilities	Excess of assets over liabilities	Claims incurred to earned premium	Net income/ (loss)
$	$	$	%	$
310,145	200,786	109,359	103	11,436
214,956	161,075	53,881	75	2,706
525,101	**361,861**	**163,240**		**14,142**
187,687	153,188	34,499	n.a.	2,961
153,907	114,029	39,878	81	1,470
705,290	578,924	126,366	74	11,760
7,812	1,227	6,585	n.a.	1,830
1,238,484	1,007,813	230,671	n.a.	9,835
320,866	248,056	72,810	75	8,749
14,441	4,193	10,248	n.a.	91
2,414,953	2,090,545	324,408	n.a.	73,543
908,389	735,323	173,066	71	33,713
5,764,142	**4,780,110**	**984,032**		**140,991**
686,927	287,043	399,884	82	16,571
11,983	2,179	9,804	56	584
27,086	5,571	21,515	-67	1,731
429,254	252,694	176,560	n.a.	-98,905
185,531	120,139	65,392	93	9,310
332,655	247,610	85,045	102	-3,906
89,890	60,283	29,607	101	-4,551
99,488	61,520	37,968	60	3,569
11,143	2,653	8,490	n.a.	2,068
213,429	146,265	67,164	75	3,320
26,511	3,984	22,527	-331	1,449
78,383	48,661	29,722	84	3,578

REINSURANCE COMPANIES

FINANCIAL SUMMARY

year ended December 31, 2000 (in thousands)

This table lists only those companies which are licensed solely for the business of reinsurance.

Note		ONTARIO BUSINESS	
		Premiums assumed	Net losses incurred
		$	$
	BRANCH cont.		
	Life Reassurance Corporation of America	0	0
	Munich Reinsurance Company	411,139	472,733
	National Reinsurance Corporation	0	-117
	Nationwide Mutual Insurance Company	3,061	-129
	Nederlandse Reassurantie Groep N.V.	-2	-274
	Nordisk Reinsurance Company A/S	0	20
	NRG Victory Reinsurance Limited	-22	0
	NW Reinsurance Corporation Limited	8	246
28	Odyssey American Reinsurance Corporation	27,426	19,235
	Philadelphia Reinsurance Corporation	0	816
	Pohjola Insurance Company Ltd.	0	53
	ReliaStar Life Insurance Company	20,924	29,322
29	Rhine Re Ltd.	15,772	19,880
	SAFR Partner Re.	42,924	28,494
	SCOR Vie	28,484	10,3[illegible]
	Sorema North America Reinsurance Company	31,613	15,072
	Swiss Re Italia S.P.A.	14	-23
39	Swiss Re Life & Health America Inc.	0	0
	Swiss Reinsurance Company	111,021	15,612
	Terra Nova Insurance Company Limited	13,562	11,262
	Toa-Re Insurance Company of America	7,402	3,416
	Transatlantic Reinsurance Company	38,375	5,775
	Unigard Security Insurance Company	0	0
	Winterthur Life Insurance Company	0	0
		952,977	785,847
	TOTALS	1,722,262	1,040,958

*For reinsurance companies with both life and property and casualty business, claims incurred as a percentage of earned premium provided in th

TOTAL COMPANY

Total assets $	Total liabilities $	Excess of assets over liabilities $	Claims incurred to earned premium %	Net income/ (loss) $
21,691	606	21,085	n.a.	5,953
2,961,300	2,227,274	734,026	73	40,586
2,884	780	2,104	n.a.	403
37,892	15,173	22,719	-418	3,180
7,055	2,606	4,449	n.a.	437
1,579	381	1,198	n.a.	13
42,257	15,848	26,409	n.a.	3,917
28,077	9,210	18,867	n.a.	911
94,159	66,824	27,335	88	1,716
4,025	1,290	2,735	n.a.	-638
2,022	742	1,280	n.a.	-121
80,401	44,552	35,849	n.a.	-6,095
120,900	81,428	39,472	108	-4,773
300,626	188,612	112,014	82	-6,814
174,305	132,826	41,479	n.a.	2,948
136,525	103,531	32,994	67	330
9,816	1,053	8,763	-232	399
0	0	0	n.a.	0
648,611	322,731	325,880	77	20,812
89,893	43,296	46,597	83	3,299
42,905	25,265	17,640	71	-72
298,810	207,670	91,140	49	15,621
9,653	1,912	7,741	n.a.	366
8,154	2,315	5,839	n.a.	194
7,315,820	4,734,527	2,581,293		17,390
13,792,750	10,029,686	3,763,064		175,484

' report, pertains only to property and casualty business.

RECIPROCAL OR INTERINSURANCE EXCHANGES

FINANCIAL SUMMARY

ONTARIO BUSINESS

Note	year ended December 31, 2000 (in thousands)	Direct premiums written $	Direct claims incurred $
	ONTARIO		
	Canadian Lawyers Liability Assurance Society	15,514	19,161
	Canadian Universities Reciprocal Insurance Exchange	2,849	4,815
	Community Newspaper Reciprocal Insurance Exchange	82	36
	Healthcare Insurance Reciprocal of Canada	31,963	15,719
30	Metro Public Education Insurance Exchange	0	0
	Municipal Electric Association Reciprocal Insurance Exchange	4,416	17,638
	Ontario Municipal Insurance Exchange	13,322	11,163
	Ontario School Boards' Insurance Exchange	20,382	15,911
		88,528	84,443
	BRANCH		
	Lumbermen's Underwriting Alliance	5,567	5,766
	TOTALS	94,095	90,209

TOTAL COMPANY

Total assets	Total liabilities	Excess of assets over liabilities	Claims incurred to earned premium	Net income/ (loss)
$	$	$	%	$
70,449	59,760	10,689	88	556
28,560	21,865	6,695	139	-2,436
1,129	266	863	-14	142
192,421	122,688	69,733	67	22,508
0	0	0	n.a.	0
31,761	26,372	5,389	411	-9,857
43,410	37,874	5,536	87	1,897
111,206	86,972	24,234	93	3,942
478,936	355,797	123,139		16,752
80,793	45,842	34,951	78	-3,212
559,729	401,639	158,090		13,540

FRATERNAL SOCIETIES

FINANCIAL SUMMARY

year ended December 31, 2000 (in thousands)

Note		ONTARIO BUSINESS	
		Direct premiums written $	Benefits and payments to policyholders $
	ONTARIO		
	Guaranteed Funeral Deposits of Ontario (Fraternal)	22,619	18,364
	Metropolitan Toronto Police Widows' and Orphans' Fund	1,518	1,518
	Teachers Life Insurance Society (Fraternal)	7,665	2,673
		31,802	22,555
	FEDERAL		
	ACTRA Fraternal Benefit Society	6,085	5,546
	Canadian Professional Sales Association	648	657
	Canadian Slovak Benefit Society	26	65
	Canadian Slovak League	34	98
	Grand Orange Lodge of British America, The	908	1,276
	Independent Order of Foresters, The	16,435	28,831
	Lutheran Life Insurance Society of Canada	11,210	17,731
	Order of Italo-Canadians, The	17	110
	Sons of Scotland Benevolent Association	56	342
	Ukrainian Fraternal Society of Canada	134	294
	Ukrainian Mutual Benefit Association of St. Nicholas of Canada	7	11
	Workers Benevolent Association of Canada	35	157
		35,595	55,118
	BRANCH		
	ACA Assurance	567	2,874
	Croatian Catholic Union of U.S.A. and Canada	22	16
	Croatian Fraternal Union of America	960	224
31	First Catholic Slovak Ladies Association of The U.S.A., The	0	0
32	First Catholic Slovak Union of The United States of America & Canada	0	0
	Knights of Columbus	38,616	24,941
	Royal Arcanum, Supreme Council of, The	56	104
33	Serb National Federation	0	0
	Ukrainian Fraternal Association of America	41	30
34	Ukrainian National Aid Association of America	0	0
	Ukrainian National Association	132	179

TOTAL COMPANY

Total assets	Total liabilities	Excess of assets over liabilities	Net income/ (loss)
$	$	$	$
152,314	151,650	664	-54
42,575	36,158	6,417	2,222
23,353	19,489	3,864	140
218,242	**207,297**	**10,945**	**2,308**
51,045	33,300	17,745	89
31,470	22,776	8,694	-276
2,510	1,655	855	-5
1,730	1,552	178	-65
21,245	18,918	2,327	34
5,626,100	4,296,574	1,329,526	43,941
307,719	277,793	29,926	175
1,433	867	566	80
11,522	9,882	1,640	67
7,130	6,152	978	129
4,975	3,707	1,268	33
4,185	3,659	526	-118
6,071,064	**4,676,835**	**1,394,229**	**44,084**
16,379	13,929	2,450	-827
486	350	136	28
8,786	8,066	720	307
0	0	0	0
0	0	0	0
841,509	714,201	127,308	16,717
10,104	4,600	5,504	508
0	0	0	0
4,525	2,721	1,804	272
0	0	0	0
14,452	6,665	7,787	827

FRATERNAL SOCIETIES

FINANCIAL SUMMARY

year ended December 31, 2000 (in thousands)

Note		Direct premiums written $	ONTARIO BUSINESS Benefits and payments to policyholders $
	BRANCH cont.		
	United Commercial Travelers of America, Order of	192	95
	Woman's Life Insurance Society	281	314
		40,867	28,777
	TOTAL	108,264	106,430

			TOTAL COMPANY
Total assets	Total liabilities	Excess of assets over liabilities	Net income/ (loss)
$	$	$	$
3,529	1,978	1,551	80
10,575	8,337	2,238	310
910,345	760,847	149,498	18,222
7,199,631	5,644,979	1,554,672	64,614

Financial Summary Notes

1 East Williams Mutual Fire Insurance Company, Ekfrid Mutual Insurance Company and Lobo Mutual Insurance Company amalgamated using the name Town & Country Mutual Insurance Company. The licence of East Williams Mutual Fire Insurance Company was cancelled January 1, 2001.

2 East Williams Mutual Fire Insurance Company, Ekfrid Mutual Insurance Company and Lobo Mutual Insurance Company amalgamated using the name Town & Country Mutual Insurance Company. The licence of Ekfrid Mutual Insurance Company was cancelled January 1, 2001.

3 East Williams Mutual Fire Insurance Company, Ekfrid Mutual Insurance Company and Lobo Mutual Insurance Company amalgamated using the name Town & Country Mutual Insurance Company. The licence of Lobo Mutual Insurance Company was cancelled January 1, 2001.

4 The former name of Optimum Mutual Insurance Company is National Frontier Insurance Company.

5 No financial information was reported in 2000 for Sherway Insurance Company Limited. The company was licensed November 30, 2000.

6 The former name of Wabisa Mutual Insurance Company is Wabisa Mutual Fire Insurance Company.

7 AXA Assurance Inc. is licensed for both Life and Property & Casualty business. Results of the two operations are separately provided on pages 80 and 92 of the report.

8 The former name of ING Western Union Insurance Company was Western Union Insurance Company.

9 No financial information was reported in 2000 for Galt Insurance Company. The company amalgamated with Economical Mutual Insurance Company. The licence of Galt Insurance Company was cancelled February 7, 2001.

10 The former name of ING Wellington Insurance company is Wellington Insurance Company.

11 No financial information was reported in 2000 for Langdon Insurance Company. The company amalgamated with Economical Mutual Insurance Company. The licence of Langdon Insurance Company was cancelled February 7, 2001.

12 The former name of The Personal Direct Insurance is CIBC General Insurance Company of Canada.

13 The former name of RBC Travel Insurance Company is Voyageur Insurance Company.

14 The former name of TD Direct Insurance Inc. is Toronto Dominion General Company.

15 The former name of TD General General Insurance Company is CT Direct Insurance Inc.

16 No financial information was reported in 2000 for Transit Insurance Company. The licence of Transit Insurance Company was cancelled February 7, 2001.

17 The former name of Specialty National Insurance Company is Calvert Insurance Company.

18 No financial information was reported in 2000 for Acadia Life. The company was licensed October 10, 2000.

19 No financial information was reported in 2000 for The Laurentian Life and Health Insurance Corporation. The company amalgamated with Desjardins-Laurentian Life Assurance Company. The licence of Laurentian Life and Health Insurance Corporation was cancelled March 9, 2001.

20 No financial information is reported for Confederation Life Insurance Company. The company is being wound up under the provision of the *Winding-up Act*.

21 The former name of Industrial-Alliance Pacific Life Insurance Company is The North West Life Assurance Company of Canada.

22 No financial information was reported in 2000 for NN Life Insurance Company of Canada. The company amalgamated with Transamerica Life Canada. The licence of NN Life Insurance Company of Canada was cancelled February 7, 2001.

23 The former name of Transamerica Life Canada is Transamerica Life Insurance Company of Canada.

24 The former name of Reassure America Life Insurance Company is Royal Maccabees Life Insurance Company.

25 The former name of Suecia Reinsurance Company of Canada is Trygg-Hansa Reinsurance Company of Canada.

26 The former name of AXA Corporate Solutions is AXA Reassurance.

27 The former name of General & Cologne Life Re of America is Cologne Life Reinsurance Company.

28 The former name of Odyssey American Reinsurance Corporation is TIG Reinsurance Company of America.

29 The former name of Rhine Re Ltd. is Rhine Reinsurance Company Ltd.

30 No financial information was reported in 2000 for Metro Public Education Insurance Exchange which ceased writing insurance contracts in 1993 and entered into an Agreement of Reinsurance with Ontario School Boards' Insurance Exchange in 1995.

31 No financial information was reported in 2000 for The First Catholic Slovak Ladies Association of the U.S.A. The society is in the process of being wound up.

32 No financial information was reported in 2000 for The First Catholic Slovak Ladies Association of The United States of America & Canada. The society is in the process of being wound up. Their liabilities have been transferred to Toronto Mutual Life Insurance Company.

33 No financial information was reported in 2000 for Serb National Federation. The society is in the process of being wound up.

34 No financial information was reported in 2000 for United National Aid Association of America. The society is in the process of being wound up.

35 No financial information was reported in 2000 for Commercial Travelers Mutual Insurance Company.

36 No financial information was reported in 2000 for Continental Assurance Company.

37 No financial information was reported in 2000 for The Paul Revere Life Insurance Company.

38 No financial information was reported in 2000 for UNUM Life Insurance Company of America.

39 No financial information was reported in 2000 for Swiss Re Life and Health America Inc.